



Paul H. Thompson Library

2011 Guidelines & Procedures Manual

Updated 09/2011

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Fayetteville Technical Community College

Mission Statement

“Serve our community as a learning- centered institution to build a globally competitive workforce supporting economic development”.

Approved by the FTCC Board of Trustees, 2008.

Fayetteville Technical Community College

Learning Technologies

Purpose Statement

To provide learning- centered educational support services to on- campus and distance education students through printed media, reference services, and web- based technologies.

Revised 07/08

LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948, by the ALA Council; amended February 2, 1961; amended June 28, 1967; amended January 23, 1980; inclusion of "age" reaffirmed January 24, 1996.

**Association of College & Research Libraries
Intellectual Freedom Committee**

**Intellectual Freedom Principles
*for Academic Libraries***

A strong intellectual freedom perspective is critical to the development of academic library collections and services that dispassionately meet the education and research needs of a college or university community. The purpose of this statement is to provide an interpretation of general intellectual freedom principles in an academic library setting and, in the process, raise consciousness of the intellectual freedom context within which academic librarians work. These principles should be reflected in all relevant library policy documents.

The general principles set forth in the Library Bill of Rights form an indispensable framework for building collections, services, and policies that serve the entire academic community.

The privacy of library users is and must be inviolable. Policies should be in place that maintains confidentiality of library borrowing records and of other information relating to personal use of library information and services.

The development of library collections in support of an institution's instruction and research programs should transcend the personal values of the selector. In the interests of research and learning, it is essential that collections contain materials representing a variety of perspectives on subjects that may be considered controversial.

Preservation and replacement efforts should ensure that balance in library materials is maintained and that controversial materials are not removed from the collections through theft, loss, mutilation, or normal wear and tear. There should be alertness to efforts by special interest groups to bias a collection through systematic theft or mutilation.

Licensing agreements should be consistent with the Library Bill of Rights, and should maximize access.

Open and unfiltered access to the Internet should be conveniently available to the academic community in a college or university library. Content filtering devices and content-based restrictions are a contradiction of the academic library mission to further research and learning through exposure to the broadest possible range of ideas and information. Such restrictions are a fundamental violation of intellectual freedom in academic libraries.

Freedom of information and of creative expression should be reflected in library exhibits and in all relevant library policy documents.

Library meeting rooms, research carrels, exhibit spaces, and other facilities should be available to the academic community regardless of research being pursued or subject being discussed. Any restrictions made necessary because of limited availability of space should be based on need, as reflected in library policy, rather than on content of research or discussion.

Whenever possible, library services should be available without charge in order to encourage inquiry. Where charges are necessary, a free or low-cost alternative (e.g., down-loading to disc rather than printing) should be available when possible.

A service philosophy should be promoted that affords equal access to information for all in the academic community with no discrimination on the basis of race, values, gender, sexual orientation, cultural or ethnic background, physical or learning disability, economic status, religious beliefs, or views.

A procedure ensuring due process should be in place to deal with requests by those within and outside the academic community for removal or addition of library resources, exhibits, or services.

Adopted by ACRL Intellectual Freedom Committee: June 28, 1999

Approved by ACRL Board of Directors: June 29, 1999

Adopted by ALA Council July 12, 2000

MATERIALS GUIDELINES

Materials Selection Policy

Community Description and Analysis

- The main objective of our selection procedure is to provide students with a wide range of educational materials on all levels of difficulty and in a variety of formats, with diversity of appeal, allowing for presentation of many different points of view.
- The objective of the Library is to make available to faculty and students a collection of materials that will enrich and support the curriculum and meet the needs of the students and faculty served by the college

Fayetteville Technical Community College is a technical, state-supported college adhering to an "open door" policy. The college offers degrees, diplomas and certificates in vocational-technical curriculums and in general education. To some students, graduation from FTCC will be a stepping stone to more advance degrees. Thus the library must meet the needs of students with widely differing aptitudes, interests, backgrounds and ages.

II. Responsibility for Selection

Final responsibility for the selection of library materials rests with the professional library staff. Professional librarians assume the responsibility for maintaining a quality and comprehensive collection. Staff also provide bibliographic aid to faculty and staff. Librarians select materials from standard selection tools such as Choice, Library Journal, Booklist and New York Times Book Review. Publishers' catalogs, bibliographies, and standard lists of "best" or "recommended" books are also consulted. Faculty and students are encouraged to submit requests for materials. Final decisions regarding the selection of materials are made by the Director of Library Services.

III. Intellectual Freedom and Procedures for Complaints

The Council of the American Library Association has affirmed, in the Bill of rights, the duty of each library to provide its public with materials representing various viewpoints on contemporary problems and issues. Furthermore, libraries are responsible for selecting materials for interest, information and enlightenment without regard to the social, political or religious views of the authors. The FTCC Library is in agreement with this position.

If a member of our student body or a faculty/staff member wishes to challenge an item in the FTCC collection, a written and signed statement explaining why the material should not be in the library must be given to the Director of Library Services.

The complaint will be discussed at a joint meeting of the Learning Support Standing Committee and the Director of Library Services. Copies of their findings and decision will be sent to the President and patron. The final decision regarding the withdrawal of materials resides with the President of Fayetteville Technical Community College.

IV. General Selection Policies:

Many factors interact in the selection process. One or more of the following criteria are applied to all materials being considered for purchase:

- A. Author's significance.
- B. Pertinence of subject matter to the collection.
- C. Scarcity of materials on the subject.
- D. Timeliness or permanence of the material.
- E. Appearance in bibliographies, indexes, or reviewing journals.
- F. Reputation and standing of publisher or vendor.
- G. Price.

The library's general selection policy includes the following procedures;

- In selecting learning resources, professional personnel will evaluate available resources and curriculum needs, and will consult reputable, professionally prepared aids to selection, and other appropriate sources. The actual resource will be examined whenever possible.
- Recommendations for purchase can be made by administrators, teachers and students.
- Selection is an ongoing process and the *Schedule of Departmental Evaluations* is used as guidance for additions and deletions to the collection.

Recognizing our faculty's need for materials, the Library attempts to select material for professional development.

V. Policies by Subject of Material

Keeping in mind the needs of the students and faculty at the college, the library staff attempts to provide an impartial well-balanced collection. Assuming the maturity of its students and faculty, the library will select appropriate materials. The same impartiality will apply to those religious and sexual materials that are needed to support community college programs.

The library attempts to update the core fiction collection by selecting some well-written contemporary novels. Popular fiction and novelizations of movies will usually be acquired only in paperback form.

VI. Selection Policies of Books by Format

Whenever possible, the library attempts to select those fiction and non-fiction works of lasting importance in hardback. Popular fiction, including best sellers, may have short-lived popularity and will, when purchased, be selected in paperback.

VII. Gift Policy

The library frequently accepts, through the FTCC Foundation, donations of materials. We reserve the right to process, display, and dispose of them according to the Director of Library Services' best judgment. The retention of gift books will be determined by the same criteria that governs the selection of new purchases. They will be examined in light of their currency, condition, suitability and extent to which they duplicate materials already in the collection.

The library staff is not equipped to appraise books but will give the donor, if he/she so requests, a thank you letter noting the books donated.

Those new books received as memorials or purchased with donated funds will have appropriate bookplates placed in them acknowledging the gift.

VIII. Weeding, Discarding, Replacing, Duplication

The same criteria that govern the selection of new acquisitions apply when the library staff is involved in maintaining the collection through weeding, discarding, replacement and duplication. Materials are examined in light of their currency, condition, suitability and duplication of existing materials. Books are retained and replacement/added copies are purchased only when current or anticipated requests by faculty and/or student justify inclusion in the collection. Materials are not automatically replaced nor are added copies automatically purchased.

The faculty is consulted when the library staff is involved in collection maintenance. However, the Library Services Director has the final responsibility for determining whether materials will be retained or discarded. Using the "Scheduled Departmental Evaluations of the Paul H. Thompson Library Collection", curriculum areas are evaluated every 5 years. Materials that are not the latest edition may be retained if a "Historical" sticker is placed on the spine.

Materials that are not retained will be sold at a Library Book Sale event. Those that are not sold will be donated to a non-profit agency or discarded.

IX. Relationship to Other Libraries and Library Systems

The FTCC library cooperates with other libraries in the state through interlibrary loans. The guidelines for the service are stated in the A.L.A. Interlibrary Loan Code, the N.C. Interlibrary Loan Code, and the Interlibrary Services Manual published by the division of the State Library.

The library is a member of the Cape Fear Health Science information Consortium. A copy of the agreement is located in the appendix section. Formal agreements are in place for the Throckmorton Library at Fort Bragg, the N.C. State Library, CCLINC and NCLive.

1. NCLive is a collaborated effort founded by the N.C. Legislature to provide access to many electronic, full-text databases. NCLive is available in public libraries, community college libraries, university libraries, and private college libraries in North Carolina.
2. Community College Libraries in N. C. (CCLINC) is an electronic union catalog that is shared by 40 community colleges that use the SIRSI Automation System. Using this catalog, students can request materials not available at FTCC. The CCLINC database is the third largest library bibliographic database in the state.

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE ARCHIVES GUIDELINES

The Paul H. Thompson Library serves as the official repository for original records and reproductions of historical value for the college. The archives will be housed in Room 204 of the library.

To develop the archives, campus departments and offices will be asked to place the library on their distribution list. Solicitation for back or missing issues will be made in the Intercom or via campus e-mail. Multiple copies of these materials will be retained only when warranted.

Types of college Archives Material:

1. Reports of the president, Vice-president of Academic Affairs, and other chief officers of the college.
2. Accreditation reports.
3. Records of the registrar including timetables, class schedules and graduation rosters.
4. Reports of the Admissions Office, Planning and Professional Development Office, and the FTCC Foundation.
6. All publications, newsletters, pamphlets or booklets distributed in the name of the college; including yearbooks, TECHnique literary magazine, catalogs, faculty-staff directories, The Fact Book, and alumni and Co-op bulletins.
7. Maps, plot plans and blueprints documenting physical growth and development.

PERIODICAL SELECTION GUIDELINES

Special attention should be given to those decisions involving the selection, cancellation, and retention of periodicals. These materials contain current information available to students, but involve a long- term commitment of storage, shelving space and funds.

Faculty and student recommendations are received throughout the year. An examination copy of a periodical under consideration should be obtained before the final decision to purchase is made.

To save staff time, the majority of periodicals are ordered through a subscription agency. Those that can not be obtained through this source are ordered directly from the publisher. Whenever possible, subscriptions are placed to run from July to June.

Using one or more of the following criteria, the Director of Library Services and the professional staff make the final decision regarding periodical holdings:

1. Inclusion in an available periodical index
2. Pertinence of subject matter to specific curriculum(s)
3. Price and frequency of publication
4. Possibility of interest to broad segment of FTCC public
5. Scarcity of materials on the subject
6. Recommendations of faculty
7. Requests by students
8. Availability in area libraries
9. Availability in other community college within the state
10. Evaluation by Katz in Magazines for Libraries
11. Frequency of use as evidenced by the "Periodical Survey."
12. Requirements of accrediting agencies

DISCARD POLICIES

I. Surplus and Irreparable Books and Book-Like Media

North Carolina Administrative Code 2C.043 reads as follows:

"Books and book-like media originally purchased from State or Federal funds, when they are no longer desired by an institution shall be de-accessioned at the institution. These materials may be disposed of by the institution through a local sale, through donations to non-profit tax- exempt organizations or tax-supported agencies or institutions; through public bid sale by the State Surplus Property Agency, or by using other procedures prescribed by the department. Records and receipts of each sale shall be maintained for auditing purposes."

II. Disposition of Magazines

Discard magazines are disposed of in the following manner:

1. Some titles are sent to the department teaching that subject.
2. Others are sent to faculty members who requested receipt of that title.
3. All remaining magazines are discarded to the Commercial Art department.

III. Disposition of Audiovisual Materials

Audiovisual materials that might have value to others must be disposed of through donations or public bid sale. Materials not useable by others may be destroyed locally. For additional information on how to determine, usability, see memorandum on disposition of excess library materials dated March 6, 1986 (Appendix 2).

Materials Preservation Policies

The Library staff takes the necessary steps to ensure the preservation of library materials. During inventory and the circulation process, all books that show damage are taken to the public services Librarian to determine dispensation of material. Using special book repair materials, he/she attempts to correct the damage. If this is not possible, the book is discarded. A book order card for all titles that are still in print will be made. The Library Director then makes the decision whether to replace the volume.

Books showing water damage or body fluids will be considered not repairable.

Mold-damaged books may be cleaned using procedures outlined by standard book repair techniques as is determined by the Public Services Librarian.

Rare books are not purchased. The few donations that might be considered rare are placed in the Archives Room for safekeeping.

An archive policy ensures the preservation of FTCC historical documents. These materials are shelved in Room 201 and when fragile, placed in acid free boxes.

Revised 09/10

COMPUTER USAGE GUIDELINES

FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE
P.O. BOX 35236 FAYETTEVILLE, NORTH CAROLINA
PHONE (910) 678-8400 PHONE (910) 484-6600

Acceptable Use Guidelines

College owned or operated computing resources are for the use of faculty, students, staff and other authorized individuals. Exercise responsible, ethical behavior when using these facilities. The College does not attempt to articulate all required or unacceptable behavior by its users. Therefore, each individual's judgment on appropriate conduct must be relied upon. To assist in such judgment, the following guidelines have been developed:

Computing resources and access accounts are to be used only for the purpose for which they are assigned and are not to be used for commercial purposes or non-college related activities.

An access account assigned to an individual must not be used by others. Individuals are responsible for the proper use of their accounts, including proper password protection and appropriate use of Internet resources. Allowing friends, family or co-workers to use your account is a serious violation of these guidelines.

All computer software is protected by the federal copyright law and most are proprietary and protected by legal licensing agreements in addition to the copyright law. You are responsible for being aware of the licensing restrictions for the software you use on any system.

Individuals shall not engage in activities to damage or disrupt hardware or communication such as virus creation and propagation, wasting system resources, and overloading networks with excessive data.

Individuals shall not monopolize or misuse system resources by, for example, requesting multiple copies from printers or by playing games.

Individuals shall not create, display, transmit or make accessible threatening, racist, sexist, obscene, offensive, annoying or harassing language and/or material, including broadcasting unsolicited messages or sending unwanted mail.

Individuals shall not intentionally access or damage systems or information such as college records, or use any system for illegal activities.

Failure to follow the Acceptable Use Guidelines may result in the suspension or revoking of access accounts or other College disciplinary action.

A **“15 Minute Express Terminal”** has been established for all users who may be prospective students of FTCC, students from affiliated colleges, and or students who have forgotten/misplaced their ID’s temporarily. It is the intention that this terminal be used for quick printing of class room related materials, a quick check of email, or a quick referral to Blackboard. Extended use or use of an unintended nature will be discouraged and policed. Individuals frequent use of the Express Terminal in lieu of replacing an ID will be referred to the Office of Student Activities (8-8385) in the Tony Rand Center for a replacement ID.

GUIDELINES FOR KEY OPERATED COPIES FOR FTCC INSTRUCTORS

Faculty members may make by-pass copies on the copiers located in the library. This privilege is dependent upon the following conditions:

- A. The material copied should be library owned and be reference or reserve. All faculty members have access to a departmental copying machine for other photocopying.
- B. The faculty member may make only one copy of each desired page. No multiple copies
- C. Material being copied must be for FTCC instructional purposes. Personal copying is not allowed or copying to support a course which the faculty member may be enrolled in or teaching elsewhere.

LIBRARY COIN-OPERATED COPIERS/FINES

POLICY:

Monies from the Library Xerox coin-operated copiers or fines are removed daily and deposited with the FTCC cashier. This is performed by the Senior Library Assistant/Circulation. Accessibility to the locked coin box attached to each Xerox copier is limited to those responsible for the daily deposits and to the Director of Library Services. The keys that open the coin-boxes are secured in the desk of the Senior Library Assistant/Circulation. Library fines are retained in a locked drawer behind the circulation desk until the daily deposit is made. Access to the fine money is necessary for all staff members. When necessary, the Librarian for Public services will make the appropriate deposits.

CIRCULATION GUIDELINES

I. Students

Books

A. Circulating Books:

Upon presentation of an FTCC ID card with a valid current semester sticker, books are checked out to students for a two week period of time. These books may be renewed by bringing the material back to the library and provided there is not a hold placed on the material by another student. If a student needs his/her card updated during the day they should be directed to the Student Services Office in the Tony Rand Center. If the student comes in after the Student Services Office is closed (5:00 pm), they can be verified as a currently enrolled student by using the Datatel Program. The library staff will affix a current semester sticker on the back of the student's ID once verification is made. After a nine (9) day grace period, fines on overdue books are charged. The 10th day is \$1.00 and accrues at .10 cents a day, up to a \$10.00 maximum per book. Payment must be made for lost and damaged books. A student's grades are held and he/she is not allowed to register for the next semester, receive their diploma or transcripts until the charge has been cleared at the Library.

B. Reference Books

Students may not check out Reference books. If reference materials are needed for a class presentation, the instructor must make arrangements with a librarian before materials may be removed from the library.

C. Reserve Books

Upon presentation of an FTCC ID card with a valid current semester sticker, a student may check out reserve materials for varying periods in the Library. In-House Reserves may be used for a 1-hour period. We also have 3-day reserves and 7-day reserves that students can take home. Fines of \$1.00 per day per item are charged for overdues. Payment must be made for lost or overdue materials. A student's grades are held and he/she is not allowed to register for the next semester until any charge has been cleared at the library.

NON-BOOK MATERIALS

A. Periodicals

Back issues of periodicals are checked out to students for use in the library. Faculty, for students, may take periodicals out of the Library for class presentations.

B. Audio Visual Material

Audio Visual materials may be checked out by students for a 7 day checkout period with a \$1.00 day fines for overdue materials, no grace period.

II. Faculty and Administration Circulation Guidelines

BOOKS

A. Circulating Books

Books are checked out to faculty and administration members for three months and may be renewed at the end of the three month period. Materials may be recalled after 14 days if needed by another patron. Faculty and administration are not charged fines, but they are required to pay for lost and damaged materials.

B. Reference Books

Reference materials may be checked out of the Library by instructors for short periods of time.

C. Reserve Books

Reserve books may be check out of the Library by instructors as long as the length of time does not interfere with student use of these materials.

NON-BOOK MATERIALS

A. Periodicals

Faculty members may check out back issues of most periodicals from the Library for short periods of time, preferably overnight. Current issues do not circulate.

B. Audio Visual Materials

Audio Visual materials may be checked out by Faculty and Staff for a 7 day checkout period.

III. Staff Circulation Guidelines

Books

A. Circulating Books

Staff members check out books for a three month period of time. Staff are not charged fines. They must, however, pay for lost and damaged materials. Materials may be recalled after 14 days if needed by another patron.

B. Reference and Reserve Materials

The policies that govern the use of these materials by staff members are the same as those for students (pg.32).

NON-BOOK MATERIALS

A. Periodicals

The guidelines that govern the use of these materials by staff members are the same as those for students (pg. 32).

B. Audiovisual Materials

The guidelines that govern the use of these materials by staff members are the same as those for students (pg. 32).

C. Trustees(Non -student)

The Paul H. Thompson Library allows Members of the Board of Trustees to use its collection and the services of the reference staff. The collection is tailored to meet the needs of FTCC students, and their interests must be kept in mind at all times.

D. Alumni (Non-student)

FTCC Alumni may check out books for a 2 week period and a 9 day grace period. He/she must present a current year FTCC Alumni ID card for documentation.

INTERLIBRARY LOAN GUIDELINES

I. GENERAL

The FTCC Library will request book and photocopy interlibrary loans for faculty, staff, alumni, and students. Audiovisuals are borrowed from libraries willing to lend them for faculty and staff ONLY. Individuals who are not faculty, staff, alumni, or FTCC students are referred to other appropriate libraries. Procedures are in accordance with the Interlibrary Service manual (1983) and the OCLC Interlibrary Loan User Manual (3rd ed.), which may be consulted as references.

The FTCC Library lends to any library in the country that has followed standard procedures for its request. Loans do not include AV materials, Reference books, Funeral Services books, or collections of short stories and novellas. Literature is loaned upon approval. Although most materials we borrow are gratis, the patron is responsible for any charges levied by the lending library. In order to provide acceptable service, the library limits the number of interlibrary loan requests that it can process to four (4) requests per individual per week. Members of the military are included in these guidelines.

II. BOOKS

CCLINC books requested from another CCLINC library are loaned for 2 weeks. This applies to all faculty, staff, and students. Books requested through OCLC are loaned for a one-month period. Renewals and length of renewals are up to the discretion of the librarian and are based on current or possible demand by FTCC patrons. There are no charges for the loan of books. Reference books are not lent.

III. PERIODICALS

Photocopies are provided free of charge to all libraries. This guideline is subject to change. Each photocopy is stamped with a copyright warning-NOTICE: This material may be protected by copyright law (Title 17, U.S. code).

IV. RUSH REQUESTS

Rush requests will be handled within a 24-hour period. These requests can be by phone call, OCLC, fax, or through conventional mail. On occasion, the library will allow the hand-carrying of ALA forms for rush requests on loans. The FTCC library supplies fax copies at no charge to those libraries needing a rush request.

V. OCLC

The Paul H. Thompson Library is a selective user of OCLC as both a lender and borrower. In this status, the library has access to abbreviated records (all formats) in the entire OCLC database. Holdings are available for both North Carolina members and members in the Southeastern United States through SOLINET capabilities. This cooperative arrangement is coordinated through the State Library.

Details concerning OCLC procedures can be found in the OCLC Interlibrary Loan Users manual (3rd ed.). Particulars concerning policy and procedures through the State Library can be found in An Introduction and Workbook for Selective Users and in memos found in the front of the FTCC Interlibrary Loan Manual. As a selective user, the FTCC library will handle interlibrary transactions through OCLC when possible, rather than through conventional mail methods.

VI. Cape Fear Health Services Information Consortium

The Paul H. Thompson Library is a member of the Cape Fear Health Sciences information consortium, and abides by the agreements determined by this organization. Its most important cooperative agreement is the provision of free photocopies of health-related articles among members.

COLOR PRINTER GUIDELINES

1. The material being copied must support the student's academic course of study.
2. A user will be able to print up to five (5) color prints a day.
3. The user will be cautioned to check the documents for errors prior to printing.
4. A library staff member will assist with color printing at the circulation desk.

TRANSPARENCY FEES

The cost for producing black and white transparencies for students is \$1.00 each. Color transparencies cost \$2.00 each. There is a limit of 10 black and white or 5 color transparencies per day.

Children in the Library

Persons under the age of 16, who are not enrolled at FTCC are permitted in the library while accompanied by a parent or legal guardian. Please consult FTCC's Student Handbook for further guidance regarding this policy. Early Childhood Center classes are exempt.

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LIBRARY USE FOR CONTINUING EDUCATION STUDENTS

Computer Use

Continuing Education students may not use library computers. Computer labs are available for their use in the Neil Currie building. All curriculum and Continuing Education students must have a FTCC student ID card with the current semester sticker. **At their discretion and if time allows, library staff may determine a student's status in Datatel.**

A **"15 Minute Express Terminal"** has been established for all users who may be prospective students of FTCC, students from affiliated colleges, and or students who have forgotten/misplaced their ID's temporarily. It is the intention that this terminal be used for quick printing of class room related materials, a quick check of email, or a quick referral to Blackboard. Extended use or use of an unintended nature will be discouraged and policed. Individuals frequent use of the Express Terminal in lieu of replacing an ID will be referred to the Office of Student Activities (8-8385) in the Tony Rand Center for a replacement ID.

Checking Out Materials

Continuing Education students are required to present a current FTCC student identification card with a valid semester sticker to receive a library barcode. This barcode will be placed on the back of the student ID for use in checking out library materials.

CIRCULATION PROCEDURES

PROCEDURES FOR OPENING THE LIBRARY

1. Turn on lights (breaker box is located in periodical room behind Circulation Desk). Three additional light switches are located in Reference and one in the hallway where staff restroom is located.
2. Turn on automated catalogs and network printer. Log into automated catalog and Circulation computers. Turn on Xerox machine.
3. Check phone mail for messages: dial #88247 for mailbox and 8247# for password.
4. Get key to key box from Room 200B and unlock key box and remove keys to Xerox machine, fine drawer and book drop (3 total). Place them in the white plastic key basket in the middle drawer of the Circulation Desk.
5. Check the statistics sheets and book cards to make sure they have the current due date. Also check the computer sign-in book and make sure it has sign-in sheets with the current date.
6. Unlock and remove chain from front door.
7. Make sure book drop has been checked and the day's Fayetteville Observer has been placed on the rod.

PROCEDURES FOR CLOSING THE LIBRARY

1. Stamp due date cards for next day as necessary.
2. Turn off lights in reference section.
3. Make first announcement at 8:30 PM (6:30 PM on Fridays, 12:30 PM on Saturdays) that the library will close at 9 PM (7:00 PM on Fridays, 1:00 PM on Saturdays)
4. Push in chairs and check tables for used library materials. Bring them to the circulation desk and check them in using "Mark Item Used" in SIRSI. After recording usage, place periodicals on the shelves in reference.
5. Make second closing announcement at 8:45 PM (6:45 PM on Fridays and 12:45 PM on Saturdays).
6. Check paper in network printer and Xerox machine.
7. Return all keys to the key box. Lock key box and put key away in Room 200 B.
8. Pull due date cards and replace them with cards for the next business day.
9. Log off reference and circulation computers and turn off automated catalogs and Xerox machine.
10. Turn off lights.

GENERAL LIBRARY PROCEDURES

I. Lost Books

If a book is reported lost, the replacement cost can be found on the Baker Taylor, Amazon, and or Barnes & Noble websites. The student pays the 'List Price' and signs the fine sheet in the "Lost Book" column. Complete the receipt document providing the student with a duplicate copy. As with the payment of fines, flags on the student's school record need to be removed using the Student ID Program (Datatel). After restitution is made, enter the information on the book in the "Lost and Paid" binder behind the Circulation desk.

If a lost book is later found and returned to the library, the student may request reimbursement for the amount paid up to 2 years (730 days) from the date of payment. Before reimbursement can be made, the student must pay fines accrued up to the date the book was reported lost and paid for.

The Administrative Secretary of Learning Technologies forwards to Financial Services an email requesting, reimbursement along with a copy of the fine sheet showing where payment was recorded. The Financial Services office will mail the reimbursement to the student. Payment can take up to 6 weeks to be received.

II. Circulation Statistics

Circulation statistics are kept on a daily, monthly and yearly basis. Call slips for magazines and newspapers, audiovisual and vertical file materials are counted each day. PC usage and Electronic Index usage are also counted on a daily basis. These statistics are then entered onto the appropriate statistics sheet in the Circulation Statistics notebook.

The Senior Library Assistant for Circulation collects daily statistics on a monthly and annual basis. These statistical records are kept in a notebook.

III. Attendance Statistics

A laser counter records library attendance. At the end of each hour of the day the count is taken by a desk attendant and recorded on the Assistance and Instruction sheet at the Circulation desk. These statistics are used in completing the library's Annual Statistical Report.

IV. Procedures for Placing Materials on Reserve

Library materials may be placed on reserve at the request of a faculty member if heavy use is anticipated. Some materials are kept on a "Special" or "Permanent Reserve" to reduce the chance of mutilation or theft. Personal instructor copies are also placed on reserve.

Faculty members who wish to place materials on reserve should contact the Senior Library Assistant for Circulation. An information sheet for each faculty member who has materials on reserve is arranged alphabetically by their name in the "Reserve Book" behind the Circulation Desk. The call number, author and title of materials are listed on the information sheet.

Instructor's materials and/or copies of textbooks are placed on reserve by using the Reserve Book Room module of Workflows. A barcode is assigned to personal copies and a Reserve sticker is put on the spine of the book. The book is then filed on the Instructor's Reserve Materials shelf under the appropriate instructor's last name. A student uses his/her FTCC Student ID to check out these materials. Reserve items may be for library use only, 3-day loans, or 7-day loans.

LIBRARY COIN-OPERATED COPIERS/FINES

GUIDELINES

Monies from the Library Xerox coin-operated copiers or fines are removed at least weekly and deposited with the FTCC cashier. This is performed by the Senior Library Assistant/Circulation with the Librarian for Public Services as back up using the procedures outlined below. Accessibility to the locked coin box attached to each Xerox copier is limited to those responsible for the daily deposits and to the Director of Library Services. Library fines are retained in a locked drawer behind the circulation desk until the daily deposit is made. Access to the fine money is necessary for all staff members. Deposits from transparencies and the Cannon microprinters are made as needed.

A credit form has been developed to compensate students who have lost money in one of the copying machines. After the student has received all credit in the form of free copies, take the form and destroy it. The form is in the cash box.

PROCEDURES:

Deposits of Library Collections

Purpose: To deposit monies collected via coin-operated copiers, library fines, and lost book fees.

A. Xerox Coin-operated Copiers

NOTE: Each copier is treated as a separate identity for deposit and record keeping.

DAILY

1. Remove all coins and bills from the coin box AT LEAST WEEKLY except for the coins in the change slots. (Mid afternoon provides a time when the library is least occupied).
2. Count and wrap coins in money wrappers provided by the cashier. Arrange paper currency face up according to denominations. Ones are grouped in a quantity of 25, fives in a group of 20, tens in a group of 10, and twenties in a group of 25. When there is enough to make a group, the group is paper clipped together.
3. Count and record all monies collected on the cash count sheet and total. Enter this total on the "Report of Collections Sheet" and sign. Use a separate cash count sheet for each copier but enter both copiers on the same "Report of Collections Sheet".

4. Make a file copy of all documents. Place originals in money bag along with all money collected and lock the bag. Once locked the key remains with the person making the deposit. A duplicate key is kept at the cashier's office.
5. Call security and advise them that an officer is needed to transport a deposit to the cashier. Deposits are always carried by a security officer.
6. SEND A COPY OF ALL DOCUMENTS, PLUS RECEIPTS THAT ARE RETURNED TO THE LIBRARY, TO THE ADMINISTRATIVE SECRETARY, LEARNING TECHNOLOGIES.
7. Every semester, empty the coins from the Cannon Microprinters and make deposits the same as for Xerox copiers.

MONTHLY

1. On or near the last day of the month, make final deposit for the month.
2. Eject all coins from the coin slots. Count out \$11 in quarters, \$6 in dimes, and \$3 in nickels. Put these coins back in the proper coin slots. Any remaining coins will be deposited.
3. Record the meter readings, the cash totals, cash copies and total copies for each machine. Email the amounts along with the serial numbers of each machine in a memo to the administrative secretary for learning technologies.
4. Prepare and make final deposit the same as for daily deposits.

B. Library Fines/Lost Book Fees

1. Fees collected are recorded on the "Report of Collections Sheet" and deposited the day collections are received.
2. Total entries are made on the collections sheet and signed at the bottom.
3. Complete count sheet and count all monies collected.
4. Make file copies and include original with the deposit. These funds are deposited at the same time that copies funds are deposited DAILY.
5. Deposits from transparencies are made the same as for fines.

SHELVING BOOKS

The Library uses the Library of Congress classification system to classify books and arrange them on the shelves. Books are shelved in both the Circulation and Reference collection by using the classification number placed on the spine of the book.

Steps for this process are:

- Locate the shelf guide at the end of the stack.
- Locate the shelf by comparing the first set of letters.
- Find the range where it should be placed.
- Follow the second line, which should consist of numbers and possibly a decimal point. The number after the decimal point is a percentage and should be filed as fraction.
- The third line is called the cutter. It always starts with a period, then a letter, then a number or numbers. File alphabetically and as a whole number.
- The fourth line also will consist of letters and numbers, but will not have a period and is also where the date will be located.

It is recommended when shelving to read before and after where the book will be placed in order to catch any mistakes in shelving that might have occurred.

On occasion, it also becomes necessary to shift books from one shelf to another when the shelf becomes too full. When doing this, always read from top to bottom and left to right.

RULES FOR SHELVING BOOKS

Books are filed on the shelves according to the Library of Congress Classification number that you will see on the spine of each book. This classification number is made up of a combination of letters and numbers. When reading this call number, remember to start with the top line, reading from left to right. Proceed downward to each succeeding line, reading each from left to right.

1. On the first line you will see a letter or letters. These are filed alphabetically. Thus, books having call numbers beginning with the following letters would be filed, from left to right, in the following manner:

A, AS, B, BA, BS, D, DZ, H, K, KF, KFN

2. Then, proceed to the second line that consists of numbers. These are whole numbers, which would be filed in numerical order. If, though, there is a decimal in this line, the numbers after the decimal are percentages and should be filed as fractions. For example, reading from left to right, the following books should be shelved in this order:

Q	Q	Q	Q	Q	Q	Q	QA	QA	QA
24	39	39.5	39.65	45.126	45.13	45.2	2	2.52	2.6

3. The third line is composed of letters and whole numbers – which are filed alphabetically and numerically. For example, the following books will be found on the shelves in the following order:

T	T	T	TA	TA	TD	TD	TD	TD
24	24	24	21	21	705.2	705.25	705.9	705.9
.B5	.B25	.C2	.P9	.P21	.A5	.A2	.A45	.A261

4. If there is a fourth line in the classification number, it will be composed of letters and numbers, and arranged as described in Section III, or it will be a date. If you have two books with classification numbers that differ only in that one has a date in this last line, shelve the book with the date after the one with no date (nothing before something):

B	BA	BA	BA	BA	BA
212	25	26	26	26	26
.G45	.A5	.A2	.A2	.B5	.B5
P6	E9	F5	F25	G6	G6
					1975

5. To Recap:

BA-letter or letters filed alphabetically

26.5-whole number before decimal – fraction after decimal

.F6-letter & whole number – filed alphabetically & then numerically

G7-letter & whole number – filed alphabetically & then numerically

1961-date

STUDENT CIRCULATION PROCEDURES

I. Book Checkouts

A. Circulating Books

Circulating books are checked out to curriculum students and continuing education students for 14 days with a 9-day grace period. Students may renew books for an additional 14 days, as long there are no fines/restrictions on their record, or no holds placed on the book(s) by another student. Students must present a FTCC Student ID validated with a current semester sticker. A library barcode is attached to the back of the student's ID and a Patron Record is then created for the student.

To register a new patron:

- 1) Click on "New User Registration" wizard
- 2) Select correct Profile Name from drop down menu
- 3) Scan or manually type the patron barcode
- 4) Enter the last name, first name, middle initial in all capital letters
- 5) In the "Alt ID" field, type FV then scan or manually type the patron's Datatel number
- 6) Click on "Register User"
- 7) Click on "Make More Changes"
- 8) Click on "Addresses" tab
- 9) Enter street address, city name, state and zip code with no punctuation
- 10) Enter patron's phone number including area code, i.e. 123-456-7890
- 11) Click "OK" then "Close"

To check out library materials:

- 1) Click on the "Check-Out" wizard
- 2) Scan the patron's barcode into the "User ID" box
- 3) **IF PATRON'S RECORD CONTAINS ANY "NOTES", PLEASE CHECK THESE BEFORE CHECKING OUT MATERIALS**
- 4) Scan the barcode of the first item. Repeat as many times as necessary
- 5) Place a due date card in the back pocket of each item.
- 6) Verbally remind student of the due date.

Students are allowed to check out an unlimited amount of books however they are limited to no more than five (5) books of a particular subject at a time, including 3-day checkouts. (CCLINC and OCLC ILL books are not included in this total.)

To renew materials:

- 1) Click on "Renew User Charges" wizard
- 2) Scan patron's barcode into the "User ID" box
- 3) If any warnings appear, handle them before proceeding with renewals
- 4) **IF PATRON'S RECORD CONTAINS ANY "NOTES", PLEASE CHECK THESE BEFORE RENEWING ANY MATERIALS.**
- 5) If patron is renewing all materials, click on "All" button then click "OK"
- 6) If patron is only renewing specific items, click on "Selected" then click on the box next to each item being renewed, then click "OK"
- 7) Place a new due date card in the back pocket of each item
- 8) If material(s) has a hold by another patron, item(s) must be surrendered at this time unless hold was placed by another school

To modify due date on FTCC patron's record:

- 1) Click on "Special Circulation Functions" wizard
- 2) Click on "Modify Due Dates" wizard
- 3) Scan patron's barcode into "User ID" box or type in last name, first name into "Name" box
- 4) Set "Library" box on "FAYVILLE"
- 5) Click on calendar button (small square)
- 6) Click on date that items will be due and click "OK"
- 7) Click "OK" again to set date
- 8) Click "CLOSE" to finish

NOTE: You cannot modify due dates on CCLINC materials for faculty and staff using the above method.

To check out CCLINC materials to faculty and staff:

- 1) Click on "Checkout Wizard"
- 2) Scan patron's barcode into "User ID" box
- 3) Click on calendar button in upper left corner
- 4) Set special due date (2 weeks from present date) and click "OK"
- 5) Type in due date override code into appropriate box
- 6) Click "OK"
- 7) Scan barcodes on each item
- 8) Click "CLOSE" to finish
- 9) Write actual due date on outer sleeve where indicated

B. Reference Books

Reference books are not checked out of the Library by students. Faculty/staff may check out reference books for one (1) day.

C. Reserve Books

- 1) Students check out in-house reserves for a one-hour period to be used in the library.
- 2) 3-day reserves are checked out of the Library for three (3) days, with no grace period. (OVPs, IP Plus, At Issue)
- 3) 7-day reserves are checked out of the Library for seven (7) days, with no grace period.

II. **Book Returns**

A. Circulating Books

When books are returned, the Circulation Attendant will click on the "Discharge/Checkin" wizard then scan the barcode of each item being returned

When books are returned through the Book Drop, the computer procedures are as follows:

- 1) Click on "Special Circulation Functions" wizard
- 2) Click on "Checkin Book Drop Items" wizard
- 3) Set date of discharge to the previous business day; click "OK"
- 4) Scan the barcode of each item from the book drop box
- 5) Click "Close" when finished
- 6) Items returned in Book Drop after the morning pick up are checked in as regular checkin items. Do not use previous date.

For all books:

- 1) The orange Date-due card is removed from the pocket of the book
- 2) The book is placed (in order) on the book truck behind the Circulation Desk.
- 3) **Books are re-shelved by the Library Assistant or Work-study Student after the books have been checked in for the second time.**

If book(s) are billed as lost and then returned:

- 1) Discharge book using "Discharge/Checkin" wizard
- 2) Click on "Pay Bill" wizard and enter User ID
- 3) To remove cost of book(s) from "Pay Bill" screen:

- a. Under the title of the book, type in the cost of the book into the box marked "payment" and set payment type to "Forgiven" and click "OK"
 - b. Fines will be left on bill and can be paid at that time or at a later date
- 4) Remove paper bill from "Billed Patrons" notebook and discard

B. Reserve Books

When a Reserve book is returned, the barcode is scanned and the book is re-shelved on the reserve shelf or placed in "Returned" basket for reshelving later.

III. Non-book Checkouts and Returns

A. Periodicals

To request a back issue of a periodical, the student must first complete a yellow "Magazine and Newspaper Call Slip". The slip is given to the Circulation Attendant who retrieves the requested periodical from the periodical holding area or the proper microfilm. Since periodicals are used only in the Library, the date and time due will be the current date. The call slip is filed in the check out file behind the magazine and newspaper section. When the periodical is returned, the call slip is checked and placed in the back of the check out file and the periodical is placed on a shelf in the periodical holding area for re-shelving.

If a student requires the use of a certain periodical for a class presentation, the instructor must check out the periodical for him/her. Instructors are allowed to check out back issues of periodicals, but not current issues.

IV. Overdues, Fines and Lost Book Procedures

A. Overdue Books

Each day the Senior Library Assistant for Circulation sends out overdue and billing notices to students.

1. A daily report is automatically run in SIRSI through a template, which generates notices. The report is accessed through the Senior Library Assistant-Circulation SIRSI login. In the event the Senior Library Assistant-Circulation is not here, the overdue reports will be processed by the Public Services Librarian.

2. The notices are checked against the shelves to make sure the books are not on the shelves.
3. Notices are then mailed to the address indicated in the SIRSI record.
4. In the event that a notice is returned due to insufficient address, a note will be placed on the SIRSI record indicating the date that the notice was returned.
5. Students cannot check out additional materials until they have returned all overdue and lost books and have paid all fines. Exceptions to this policy can be made by the Director of Library Services or by one of the Librarians.

B. Fines

1. Circulating Books:

2. Most books are checked out for a two-week period. After two weeks, a nine-day grace period is given. On the tenth day, a \$1 fine is placed on the overdue book. This accrues at a rate of \$.10 per weekday. The maximum fine is \$10.00 per book and the fine charged must not exceed the book's cost.

3. Reserve Books:

- a. Three-day reserve book fines are \$1.00 per day, with a maximum fine of \$10.00. There is no grace period.
- b. Seven-day reserve book fines are \$1.00 per day, with a maximum fine of \$10.00. There is no grace period.

4. Pamphlets:

Three-day pamphlet overdue fines are \$1.00 per day, with a maximum fine of \$10.00. No grace period.

FACULTY AND STAFF CIRCULATION PROCEDURES

V. BOOK CHECKOUTS

A. Circulating Books

Each faculty and staff member should have an FTCC ID card. Refer those who do not to the Student Activities in the Student Center. A barcode is attached to the back of the ID card. When a faculty/staff member comes into the library to check out materials and does not have the ID card, he/she may check out if he/she has already established a library account and if the library staff recognizes the person. Circulating books are checked out to faculty/staff in the same manner as students. However, the loan period is for 90 days rather than 2 weeks. When inserting the orange due date card into the book pocket, write the due date on the card. Faculty/staff are not charged fines for overdues on circulating books. However, if materials are not returned, replacement charges will be assessed.

B. Reference Books

The system is set up to allow faculty/staff to check out reference books for one day. At check out, that loan period may be changed and is at the discretion of the library staff. If longer than one day, a new due date must be manually entered into the system at check-out and written on the orange date due card.

C. In-House Reserve Books

Faculty/staff may check out in-house reserve books at the discretion of the library staff. This loan period should be a short one, preferably one day. At check-out, a due date must be manually entered into the system, and written on the orange date due card.

II. BOOK RETURNS

All book returns are checked in with the same procedures as outlined for students.

III. NON-BOOK CHECKOUTS AND RETURNS

A. Periodicals

Faculty/staff may check out periodicals both current and back issues, for a short time. Periodicals are checked out using the gold Periodical Checkout slip, listing the title of the periodical(s) and the date due.

The faculty/staff member signs this slip and it is filed behind the Faculty checkout tab. When periodicals are returned, the gold slip is pulled, checked and given to the Senior Library Assistant for Periodicals for counting.

PAYMENT OF FINES

1. Go to the “User Display” icon in SIRSI to access the patron’s record.
2. Click on the “Pay Bills” display on the bottom of the patron record.
3. Under “Total Bills and Payments” enter payment amount and scroll to the payment type. Payments are made by cash or money order **only**, or can be forgiven through this function.
4. Once payment is accepted, click “OK”. Do not click “close” because the payment will not be accepted in SIRSI unless “OK” is clicked.
5. Patron receipts are kept under the circulation desk and must be filled out by a library staff member. The white copy will be kept on file in the library and the green copy will be given to the patron.
6. Ask the student to print their name and Datatel number on the “Report of Collections” sheet located in the binder under the circulation desk, labeled “Library Fines”. Enter the amount received in the “Fines” column and initial above it.
7. Once the fine is paid, check in Datatel to see if the patron has a block on his/her record. If so the block must be removed to enable the patron to register for classes, receive grades, or to request transcripts.

PAYING FOR LOST ITEMS

1. When a patron notifies the library that an item is lost, fill out a form located inside the “Billed Patrons” under the circulation desk. Fill out one form per item. The replacement cost for small Opposing Viewpoint pamphlets (OVP #1-698) are \$5.00. There is no need to have a price looked up on these items. However, a form still needs to be filled out.
2. For other items, find the replacement cost on the Baker Taylor website, Amazon, Barnes & Noble websites or use the Bowker Annual average pricing form in the back of the Library Fines notebook. The form will then go back in the binder. Do not date the form until the item is paid for in SIRSI.
3. When the patron actually comes in to pay for the item you must discharge it from the patron’s record. The barcode is on the form inside the “Billed Patrons” binder, or you can look it up in the patron’s record.
4. Once the item has been discharged, go to the patron’s record and forgive the fine.
5. If the patron has not already been billed, go to “Bill a User” and bill the patron. The barcode will come up automatically. Check to make sure it is the right book, and if it is not, type the barcode in. Scroll down to lost for the reason for billing. Click on OK and put in price of item. Click on “Pay Now” and scroll to the method of payment. Once you click “OK you are finished.
6. Double-check the patron record to make sure the transaction is complete.

7. Ask the student to print their name and datatel number on the "Report of Collections" sheet located in the binder under the circulation desk, labeled "Library Fines". Enter the amount received in the "Lost Book Fees" column and initial above it.
8. Fill out a receipt and lift the block in datatel.
9. Record the date paid on the "Lost and Paid Books" form. Give the form to the senior library assistant in technical services for processing.

BILLING A PATRON

1. Look up patron and click on checkouts.
2. Click on item you want billed and then go to "Display Item" and choose "Current Title."
3. Look for price and make sure it is on paper. If there is no price, then check for price with ISBN on the Baker Taylor website or use the Bowker Annual average pricing form in the back of the Library Fines notebook.
4. Go back to student's record and click on checkouts and then on the item you want billed.
5. Go to "Bill User" and scroll to "LOST" for the reason for billing. Then click on O.K. and put in price of item. Check the item id to make sure it is the same as the item you want billed. Click on "Pay Later." If you are billing the student for another item, click on "Bill Same User Again," and repeat above step. Close out.
6. Go back and display user to see if information is correct.
7. If you are sending the "First Bill" letter to the student, then make a copy for us to keep in the "Billed Patrons" notebook. Send out the original. If you don't have the letter, then use a blank form from the notebook. Fill it out and file it.
8. Go to Datatel and select PERC. Look up the student and check box at left of student's record. Click on the "Update" icon. Type LF in the student's record, and click on the button next to the record. Type in Library Fine, click on "Update," and then select "Update" again to exit the record.

LIFTING A BLOCK IN DATATEL

1. Click on AC
2. Click on STR
3. Click on PERC
4. Person look-up prompt: type in datatel number OR last name and first name OR first four letters of last name and first four letters of first name OR first four letters of last name and last four numbers of Social Security number
5. Check appropriate box of correct person
6. Click on save button at top of screen
7. Look for "Library Fine" or "Registrar's Office"
8. Click on button next to restriction
9. Delete "Library Fine" and type in a capital "X"
10. Click on save button
11. Click on "Update" button
12. Go to end date and click on calendar; choose the previous business day's date
13. Click on save button again, then click the "Update" button to finish

TO DETERMINE IF A PERSON IS A REGISTERED STUDENT

1. Log into Datatel
2. Click on AR
3. Double click on RGBS
4. Person look-up prompt: type in datatel number OR last name and first name OR first four letters of last name and first four letters of first name OR first four letters of last name and last four numbers of SS#
5. Check appropriate box of correct person
6. Click on save button at top of screen
7. Start date or term look-up prompt: year and first two letters of semester, for example, 2008SP is the spring 2008 semester
8. If no student record appears, the person is not a registered student.
9. If a student record does appear, make sure that the total column has dollar values.
10. After verifying a person is or is not a registered student, click on the "X" icon to go back.
11. Cancel record or return to editing prompt; click cancel

REPLACING PATRON BARCODE (EXISTING RECORD)

1. Click on “**User Display**” and search for record under name.
2. Verify that Datatel number is the same in “**Alternate ID.**”
3. Click on “**Modify This User**” and delete old barcode. Scan in new barcode.
4. Go to “**Address**” and ask patron to update their address and phone number.
5. When finished, click “**OK**” to update record. Then, under “**Modify User**
6. **Complete,**” you can choose to “review user record,” “make more changes” or “close.” Once you click on “**Close,**” you are finished.

DUPLICATE RECORD PROCEDURE

1. If the SIRSI screen displays “**alternate id already exists**”, do the following:
2. Go to “**User Display**” and type in the user’s name.
3. Identify older record by name, Datatel number and/or address.
4. Then follow the above procedure and scan the new barcode into the old record.

STUDENT COMPUTER GUIDELINES

The Library has student workstations networked to a laser printer. Word processing, Blackboard and Internet access are available from these workstations.

Guidelines:

All library patrons are responsible for using the Library's Internet resources in an ethical and lawful manner and in accordance with the "Acceptable Use Guidelines" of the college.

Priorities:

Currently enrolled students, faculty and staff have first priority for computer use. Alumni may use computers after 2 P.M. Continuing Education students are not allowed to use the computers in the Library.

According to the Associate Vice President for Continuing Education, all Continuing Education students are to use computers in the Continuing Education labs rather than the computers in the library.

Procedures:

Each person using a computer must have a Fayetteville Technical Community College ID Card with a current semester sticker on the back. On each visit, the patron must present their FTCC ID card at the Circulation desk. If a student needs his/her card updated during the day they should be directed to the Student Services Office in the Tony Rand Center. If the student comes in after the Student Services Office is closed (5:00 pm), they can be verified as a currently enrolled student by using the Datatel Program. The library staff will affix a current semester sticker on the back of the student's ID once verification is made. **At their discretion and if time allows, library staff may determine a student's status in Datatel.** He/she is then assigned a computer and a place marker is used to fill the slot.

A **"15 Minute Express Terminal"** has been established for users who may be prospective students of FTCC, students from affiliated colleges, and or students who have forgotten/misplaced their ID's temporarily. It is the intention that this terminal be used for quick printing of class room related materials, a quick check of email, or a quick referral to Blackboard. Extended use or use of an unintended nature will be discouraged and policed. Individuals frequent use of the Express Terminal in lieu of replacing an ID will be referred to the Office of Student Activities (8-8385) in the Tony Rand Center for a replacement ID.

Limitations:

General computer usage is limited to one hour. However, if computers are available and nobody is waiting, students may stay on longer.

Consequences of misuse:

Library staff members will determine when a patron has failed to follow the "Acceptable Use Guidelines". On the first infraction, the student will receive a verbal warning. On the second infraction, a written warning is issued. On the third infraction, the student loses their computer privileges. A list of students that have been warned or have lost their privileges is kept in the Computer Sign-in book at the desk. A memo is sent to the Open Lab indicating suspension and reason for lost privileges.

INTERLIBRARY LOAN PROCEDURES

I. CCLINC

A. Materials Borrowed by FTCC Library

1. Placing Book on Hold using Library Catalog:

After finding a book through the catalog search, click on the “Details” button to display “Item Information”. To place hold, click on the words, “Place Hold” on the left of the screen. Once Place Hold screen appears, enter the User ID number in box provided; make sure “Pickup at” displays “Fayetteville”. Click on “Place Hold” button to secure hold. Patron will be called when book is available.

2. Placing Book on Hold using WorkFlows (Copy Hold):

Click on “Place Hold” on toolbar. Enter patron’s name or User ID number. Enter Title or Item Number. If FTCC library copy is requested, click the circle next to the word, “Copy” and click the OK button.

3. Checking Out On-Hold Books:

Once books on hold arrive from loaning libraries and are brought upstairs from Tech Services, place the book on the Reserve bookshelf, alphabetically- by student's last name. When the student comes to check out the book, scan his/her barcode. Scan the barcode of each book being checked out. This will remove the hold and checkout the book.

B. Materials Borrowed from FTCC Library

See Tech Services for procedures on loaning FTCC books for CCLINC requests.

II. OCLC

See Tech Services for procedures on requesting and checking out books.

III. Interlibrary Loan Procedures between FTCC Main Campus Library and CCPL Spring Lake Branch

A. Materials Checked Out to Spring Lake Campus Students

Spring Lake Librarian e-mails the designated librarian at main campus library to initiate request. The Librarian at the Spring Lake Library will provide the following in the e-mail:

NAME
DATATEL NUMBER
ADDRESS
PHONE NUMBER
BARCODE NUMBER INTENDED FOR THE STUDENT

Contact person at the main campus library will verify current enrollment status and create a patron record for the student in the Workflows system using the 13 digit barcode supplied.

After verification, the Spring Lake Librarian will place the barcode on the back of the FTCC student ID that has a current semester sticker obtained from the Spring Lake campus student services office.

Once the record has been completed, the Spring Lake Librarian will e-mail the contact person at the main campus and provide information on materials being requested (limit of 4 items).

Materials are then pulled at earliest convenience at main campus, checked out to the student, and then sent to the Spring Lake Campus via FTCC courier using a special bag provided by the main campus library. (The checkout for this material will be 2 weeks from the time the materials are check out at the main campus library).

Once received at the Spring Lake campus, the Spring Lake Librarian will pick up the materials from the Spring Lake campus mailroom, transport the materials to the Spring Lake Library and notify the student that the material is available to be picked up. The Spring Lake Librarian will e-mail the main campus contact to let them know the material has been received. The student will provide proper identification (FTCC ID card) when picking up books at the Spring Lake Library.

Materials are given to the student with no further action. The student is reminded of the date stamped on the due date card placed on the material.

B. Materials Checked in from Spring Lake Campus Students

The student must return checked out materials to the Spring Lake Library. A slip with the return date is placed in the material for check-in information.

The Spring Lake Librarian will then send the material back to main campus via FTCC Courier using the special bag supplied by the main campus library. E-mail should be sent to notify the main campus Library that the material has been sent by courier.

Once received at the main campus library, material will be checked in using the date the material was returned to the Spring Lake Library. Overdue and bill notices will be generated and sent from the main campus Library for materials not returned. Fines or bills must be paid at the main campus Library.

IV. Interlibrary Loan Procedures Between Main Campus Library and Distance Education Students

A. Materials Checked Out to Distance Education Students

Only currently enrolled FTCC Students outside of a 50 mile radius of the main campus will be eligible to borrow books directly from the main campus library.

Distance Education students will initiate a request via telephone by calling (910) 678-8247 during normal business hours, or via e-mail through the Ask A Librarian link on the Library's home page.

Distance Education students requesting this service must include the following information in their request:

- Datatel number
- Name
- Address
- Telephone number
- Title, Author, and publication year of the requested book

Students are encouraged to use the Library Catalog link on the Library's home page to look up the book and provide the call number to facilitate timely requests. The call number is essential to locating the book on the shelf in order to fill the request.

The Paul H. Thompson Library will create SIRSI patron records for Distance Education students. In the event of a student request, Circulation staff will create a SIRSI record in the student's name. Generating the student record will involve the following steps:

- a. A member of the Circulation staff will affix a barcode to a Distance Education form.

- b. The SIRS record will then be established by entering the student's Datatel number, name, address, and telephone number in the corresponding fields.
- c. Once the SIRS record is completed, the Circulation staff member will note any information needed to facilitate checkout of the item to the student.
- d. All SIRS records generated for use by Distance Education students will be purged after one year.

The Librarian for Public Services will provide the item's call number to a member of the Circulation staff to pull the book from the shelf as soon as possible. If the item is available, the person pulling the book will check out the item to the newly generated record.

Books will be sent and received via USPS. The Library will mail the item with delivery confirmation to ensure receipt by the student. The checkout period will be two weeks from the time of receipt by the student.

Return postage will be the responsibility of the student. Failure to return books borrowed in this manner will result in payment of current replacement cost and/or a block in Datatel until the matter is resolved.

Revised 09/10

Spring Lake Campus Library Services

Fayetteville Technical Community College and the Cumberland County Public Library have formed a partnership to provide library services in support of the students, staff, and faculty at the Spring Lake Campus. The Spring Lake Branch Library, located next door to the campus at 101 Laketree Blvd. contains over 11,600 books, videos, and audiotapes as well as 15 computers and WiFi Internet access. For currently enrolled students living in nearby Harnett County, a library card is available at no charge for those taking face-to-face classes at the Spring Lake Campus. Hours of operation are Monday and Tuesday from 9:00 a.m. to 9:00 p.m. and Wednesday through Saturday from 11:00 a.m. to 6:00 p.m. The Spring Lake Library maintains a help desk and textbook section dedicated to FTCC students. The library also provides a quiet study area with desks for up to 8 students, and a conference room that can be reserved for study groups. The partnership functions under the immediate direction of the Associate Vice President for Off-Campus Programs, with library services overseen by a full-time Liaison Librarian with a Master's degree. Funding is provided by FTCC in the amount of at least \$5,000.00 per fiscal year to purchase books and periodicals to support coursework offered at the Spring Lake Campus. Evaluation of the collection by faculty and suggestions for added materials are strongly encouraged. Briefing reports with circulation statistics are compiled on a monthly basis and provided to FTCC for analysis.

*******Please note that there is a Memorandum of Agreement on file with the Cumberland County Public Library & Information Center*******

PUBLIC PROCEDURES

Public and Reference Services

The Paul H. Thompson Library is committed to providing current and comprehensive resources and skillful services to meet the informational needs of the FTCC community. Students in the library receive immediate attention. Support is provided next to student requests received on the phone or via the Internet. Members of the FTCC faculty and staff are our next priority followed by customers outside the college community.

Library staff members are chosen for their commitment to service. Our goal is to satisfy every request in a prompt, professional and courteous manner. The non-professional staff is trained to refer unanswered questions to one of the professionals. Memos and training sessions are used to keep the entire staff aware of and familiar with any changes or new resources available in the library. A suggestion box allows anonymity when students make requests or voice complaints. A written answer is promptly placed on the "answer board" for all to see.

Public service schedules for the circulation and reference desks are developed each semester. The Senior Library Assistant and/or the Library Assistant for Circulation are on duty from 7:45 A.M. to 9:00 P.M. The Reference Desk is scheduled with a Librarian on duty from 8:30 A.M. to 2:00 P.M. The schedule identifies the back-up persons who come to the desk when extra help is needed. Prominently displayed at the Circulation desk is a buzzer to alert the back offices when assistance is needed.

Orientations

The professional Library staff supports and encourages successful orientation programs for the students of the college. This instruction is delivered in person and presented in varied settings on and off campus. Students may also acquire information and some instruction by using the Distance Learning pointers on the Library Homepage (<http://library.faytech.cc.nc.us>). The following types of orientations are provided in person:

- A. General orientations are designed to give students a broad over- view of library resources and services. These general presentations are often tailored to meet the specialized needs of students in curriculums such as AND, Oral Communications, Architectural Technology, Cabinet Making, Surgical Technology, and Physical Therapy Assistant.
- B. ACA 111(study skills) students are given short, focused orientations that provide information they need to complete a library-de- signed worksheet. The students work in teams to perform this hands-on assignment which focuses on electronic resources.

- C. Orientations on Health resources have been given to Allied Health students in the HTC computer labs.
- D. Librarians take part in the orientations given to our off campus students. These orientations take place on and off campus.

Scheduling of orientations may be done via phone or e-mail. A staff member scheduling an orientation should check the scheduling calendar at the circulation desk to verify an opening. The following information should be obtained from the instructor:

- A. Course & number of students
- B. Time(s) & day(s)
- C. Resources to be covered, as well as any special needs

On the master calendar, the instructor's name, course #, & time should be noted on the appropriate day. Any additional information should be relayed to one of the Librarians.

Revised 10/09

DISTANCE EDUCATION SERVICES

The Paul H. Thompson Library is committed to serving distance education students. The library provides the following remote services via the library web page at:

<http://www.faytechcc.edu/library>

- 1) An online orientation video can be accessed by clicking the "Library Orientation" link on the left side menu of the opening screen. The video introduces library users to a vast selection of resources available to on-campus and distance education students.
- 2) Internet access to the Automated Catalog for our book and serial holdings is available. The Automated Catalog includes information about the books, audiovisual materials, and periodicals that the Paul H. Thompson Library owns, as well as the holdings of other community college libraries in the CCLINC consortium. The catalog provides the status of each item and indicates whether it is checked out or on the shelf. Students with a valid barcode may place a "hold" on an item in the catalog. The library should receive the "held" material(s) within one week. Students can check on the status of holds or of his/her account in general via the web version of the catalog.

- 3) Remote access to dozens of electronic bibliographic databases for journal, magazine, newspaper, and reference texts is available. Many of these databases provide full-text articles from journals and magazines. Databases are available from the NCLive collection, as well as our subscriptions to the Biography Resource Center, the Health Reference Center Academic, and the Newsbank group. Students may access many of these resources with a password, which can be obtained via email, phone, or in person.
- 4) Electronic reference service is available to FTCC students via the web page, as well as in person. Questions are answered in a timely fashion during our Monday through Friday work week. In-person assistance takes priority. Students who submit questions via email are requested to include a social security number for verification. This service is provided to answer quick, factual questions or to assist you in developing a search strategy. We request that the questions be as specific as possible.
- 5) Materials (usually print), which are not available at the FTCC library, may be borrowed from other libraries. As mentioned above, items belonging to the CCLINC consortium may be requested via the web-based automated catalog. Other books or photocopies of periodical articles may be requested via the library web page under the Distance Education heading. Students requesting these materials must provide the library staff with the applicable information regarding the book or article. Materials that are borrowed are sent to the FTCC Library and will be held under the student's name. A student may call or email to check on these requests.

Revised 10/09

Electronic Databases

The Library subscribes to electronic databases, which provide access to articles from periodicals, many in full-text. These databases can be accessed through the library's website by clicking the Electronic Databases link on the left side menu of the opening screen. Off- campus users are required to obtain passwords from the library by 3 methods:

- 1) In the library with a current FTCC I.D. card
- 2) By telephone- provide name and verifiable class enrollment
- 3) By email- provide name and verifiable class enrollment.

Send email requests to: library@faytechcc.edu

Remote access is a privilege for FTCC students, and cannot be shared with others. The Database passwords will change each semester.

The following databases are available through on campus and remote access:

NC LIVE

North Carolina Libraries for Virtual Education (NC LIVE) is the premier statewide database. It offers online access to complete articles from over 10,000 newspapers, journals, magazines, and encyclopedias. NC LIVE has over 24,000 electronic books.

Opposing Viewpoints In Context

Opposing Viewpoints Resource Center draws on the acclaimed social issues series published by Greenhaven Press and other sources, to provide a one-stop source for information on social issues. Access viewpoint articles, topic overviews, statistics, primary documents, links to websites, and full-text magazine and newspaper articles.

SIRS Researcher

Features thousands of relevant full-text articles and analysis on today's hottest and most controversial social, scientific, health, historic, economic, political, and global issues. Users can search by subject or keyword, or choose from a list of leading "Pro vs. Con" issues.

Issues & Controversies

Issues & Controversies provides factual, in-depth, and objective information on the most prominent and hotly debated issues of the day. Full-text articles offer factual analysis and clear explanations on opposing points of view. Includes *Today's Science*.

Science Resource Center

Science Resource Center provides thousands of topic overviews, experiments, biographies, pictures and full-text articles from over 200 magazines and academic journals. Coverage includes science, technology, biology and medicine, with links to quality web sites.

Current Issues: Health

Offers a thorough and balanced overview of health related subjects selected by H.W. Wilson editors. The database features over 80 topics from leading issues in the fields of health and medicine from "Adolescent Health" to the "World Health Organization".

Salem History, Salem Health, Salem Literature, and Salem Science

A series of robust online databases that include complete full-text articles of printed reference sets published by Salem Press, and serve as an integral part of the library's print collection. Published by Salem Press, these databases include complete full-text articles identical to the print reference sets in the physical library. The availability of this resource in an electronic format is especially helpful to remote users. Series titles include **Great Lives from History, Great Events from History, Critical Surveys of Literature, Genetics and Inherited Conditions, and Encyclopedia of Global Resources**

Anatomy.TV

A database source provided by the North Carolina Community College System and is licensed through the National Library Alliance. Anatomy.TV is a suite of 3D interactive models designed to support the study of human anatomy. Intuitive controls allow the user to zoom, rotate and peel away layers of anatomical structures. This product also allows the user to view these structures in a 360 degree rotation.

STATREF Medical

A medical database with 35 well known texts distributed by the National Library Alliance. All texts contain full-image and information written in full-text in the most recent editions available. All texts are cross-searchable.

The following databases are available through on-site library use only:

Biography Resource Center

This database combines award-winning biographies from respected sources and full-text articles from hundreds of periodicals. Search for people based on one or more personal facts such as birth and death year, nationality, ethnicity, occupation or gender, or combine criteria to create a highly-targeted custom search. Users must ask a member of the library staff for login assistance.

Westlaw

This database allows users to access cases, regulations, and other legal material at both the federal and state levels. Remote access available by faculty request.

Revised 9/11

LIBRARY WEB PAGE

The library web page's URL is: <http://www.faytechcc.edu/library>

The page is run on an NT server located in Room 201 in the library, and is maintained by a Librarian, with final editorial approval of the Director of Library Services.

Links to other web sites are updated annually or as often as needed.

The library home page is composed of twelve library service links on the left side menu of the opening screen:

- 1) **Ask A Librarian**
Provides a service to answer quick, factual questions or to assist in search strategy. Remote access database passwords can be obtained through this service with name and verifiable class information.
- 2) **Distance Services**
Provides information on all of the library's distance education services.
- 3) **Electronic Databases**
Provides information and links to all web-based databases
- 4) **Faculty**
Provides information on services available to FTCC faculty in support of course development and student assignments.

- 5) **Library Catalog**
Provides local and remote access to the CCLINC catalog.
- 6) **Library Information**
Provides library history, policies, statistical data, and resource guides to specialized materials housed in the physical library.
- 7) **Library Staff**
Provides staff contact information for library staff based on service areas.
- 8) **Library Orientation**
Provides a video introduction to library services and resources.
- 9) **NCknows**
Provides remote access to resource guidance from librarians.
- 10) **Virtual Resources**
Provides guides to citation assistance, links to community information, and online reference websites for dictionaries, encyclopedias, and reliable web sources.
- 11) **Library Home**
Provides basic information regarding library hours and services, links to Blackboard and Student E-Mail Login, and additional resources and announcements as needed.
- 12) **FTCC Home**
Provides direct access to the FTCC website home page.

Only approved library or FTCC staff may access the files on the server.

Revised 10/09

TECHNICAL PROCESSING PROCEDURES

BOOK ORDERING AND TECHNICAL PROCESSING

I. Verifying Book Requests

- Book requests come from students, faculty, staff, and librarians using standard book review tools. Requests are given to the Technical Services library assistant who first checks CCLINC for the title before creating an order card. If a lost or damaged book is being replaced, this is noted and highlighted on the card. Faculty requests are written with the faculty name highlighted in the “Requested By” field of the order card. The Library Director reviews all order requests, makes purchase decisions, and returns approved order cards to the Technical Service Library assistant in charge of book ordering. Cards are filed alphabetically by title.
- When placing a new order, each title is rechecked in CCLINC to see if the book may have been acquired since the first check. Order cards are checked for duplication against the existing order card file. If a duplicate card is found, and the information on both cards matches, the most recent order card is discarded. Two red check marks are put in the right corner of the order card to indicate that the title was checked in CCLINC and in the order card file.
- Complete bibliographic information includes author, title, ISBN, cost, publisher, and edition and publication date of the requested book. This information can be found in the Baker and Taylor "Link" program, or the Books-in-Print Professional database, which offers a “Forthcoming Books” feature. Titles that are not available are noted with a reason code from a list kept by the Library Assistant, and filed for processing with the next order. If this occurs more than two times, Emery Pratt is a good source for hard to find materials, or the librarian may want to choose a similar title that is available.

II. Ordering Requested Books

Baker and Taylor:

- Baker and Taylor orders are looked up and printed from the Baker and Taylor program. The Baker and Taylor ordering program is used to prepare orders for Baker & Taylor, Rittenhouse and miscellaneous other suppliers that may be used for ordering. While Baker and Taylor can be used for direct electronic ordering, this system is not used. FTCC requires that materials be acquired on a purchase order basis. Once an order is complete, a purchase order number is obtained from the library's Administrative Secretary.

- When the new books arrive, they are checked off the packing list and placed on workroom shelves for processing. The Senior Library Assistant processes the books for inclusion into the collection. A Library Assistant then creates, spine labels and attaches book pockets.

Gift Books:

- Gift books are evaluated for their pertinence and value to the collection, and processed in a standard manner by the Senior Library Assistant in charge of book processing. The Library Director acknowledges receipt of gift books and thanks the donor(s).

Popular Paperback Books:

- Popular paperbacks are sometimes ordered or given to the library as gift books. These are accessioned on a special list in a notebook located behind the desk of the Senior Library Assistant for Technical Services. Paperbacks are given an alphanumeric PBK call number, bar-coded, and either given a short MARC record or attached to existing CCLINC holdings. A spine label is typed and book pocket glued (no security label is used).

Direct and Standing Orders:

- The Administrative Secretary for Learning Resources handles direct orders. The secretary creates standing order cards and places them in the order file drawer on the desk of the Senior Library Assistant. Cards are marked with a yellow highlighter. Standing order books are shipped directly from the publisher.
- Standing order books are given to the Senior Library Assistant for processing. If the book is in CCLINC (everything verified), a barcode is attached and added to our Holdings Record. If not in CCLINC, the Sr. Library Assistant checks in SmartPort for a record. If a record can't be found in SmartPort, the Librarian for Technical Services will create a record. Occasionally there will be instructions on the purchase order card, or with the new books, to discard or replace a book.
- All shelf list information generated by book processing is used for statistics at the end of each month.

Revised 07/04

III. Book Processing:

When new books arrive, the Library Assistant will unpack the box, check the items against the packing slip then place them on the new books shelf. The Senior Library Assistant will then pull books to be processed.

Steps for processing books are:

Cards for the pulled books are taken from the Order Card File.

Each book is searched for in CCLINC.

When an existing record is found, a bar code is put into the book. It is then attached to that record by “adding a call number” in the Add Volume: item list in Sirsi. The bar code is then scanned.

If it is a second copy, it is “Add Copy.”

If there isn't an existing copy, the Senior Library Assistant will search in Smart Port for a record.

If there isn't a record in Smart Port, the Senior Library Assistant will give the book to the Librarian for Technical Services to create a MARC record.

New titles are then given to the Library Assistant to finish the process by stamping the book with the property stamp, putting the target and pocket in the book, and typing the spine label with the call numbers.

After the books are processed they are given to the Library Assistant in charge of making the New Acquisitions list.

The new arrivals are then sent to circulation to be double checked for any errors and to be shelved.

IV. New Acquisitions List:

1. A new acquisitions list is made once a month.
2. After the list is typed and saved on a disk, it is give to the Librarian for any corrections that need to be made.
3. After corrections are made on disk, a Librarian puts the list on our home page.

V. Notifying Requesters:

1. Instructors are notified either by e-mail or inter-office mail when the book they requested has been processed.
2. A copy of the notice is kept in Technical Services.

VI. Annual Statistical Report:

Statistical information is taken during the processing of the new arrivals. New Titles and Volumes are counted and marked on the Titles and Volumes sheets as the books are processed by the Senior Library Assistant.

Monthly statistics are maintained by the Senior Library Assistant-Technical Processing for additions and deletions made to the book collection. The totals from the Titles and Volumes sheets are counted at the end of the month and recorded on the appropriate Excel spreadsheets. These records are used for compiling the Library's Annual Statistical Report. All records should be kept for five (5) years only.

Any titles or volumes that are deleted (delete me) are recorded and counted daily. However, discarded items don't count toward the library's statistics.

VII. Discarding Procedures:

Books are weeded from the collection by the faculty, the Director of Library Services, and the Librarians. Books to be discarded are given to the Technical Services department for deletion. Processing for deletion is:

- Books to be removed and discarded are placed on a book truck and taken to the Tech Services department.
- Shelf list cards are then pulled for those titles.
- In Workflows, a search for each book is first done with the bar code. If the title is not found by the bar code then a title or author search is done.
- Occasionally a record is not found for a title. In that case, the bar code or accession number should be circled and marked "d", for deleted with the date. It will be counted for statistics.
- The discarded book will then be stamped "discard" and the target slashed.
- All discards are noted as "Withdraws" on the Title and Volume sheets for a statistical count. Also, this count is noted on the annual statistical report sent to the college's Comptroller for the fiscal year report.

- All discarded shelf list cards are kept on file at the Senior Library Assistant's desk.
- Discarded books are stored in Tech Services for future books sales.

Book Binding:

- A book that can not be repaired by the Librarian for Public and Access Services will be considered for rebinding.
- If the book is not in print, the Library Director may approve the book to be rebound.
- Swatches and a color guide are available when choosing binding colors. Most books are bound in buckram.
- A form from the bindery is filled out for each book. The type, color, printing of the cover as well as special instructions regarding the binding will be specified on this form.
- After all steps have been completed, books are boxed and sent to the binding company that is on State Contract. Currently, Southeastern Bindery has the contract.

TIDBITS TO REMEMBER:

New Books

- Make sure to pull correct order card that goes with the new arrival.
- When counting statistics, the new books (and withdraws) will be counted on the volume sheet and the title sheet.
- Fast adds and short bibs are no longer accepted for paperbacks. If a short record is found, the paperback should be routed to Technical Services for correction.
- Anything that is deleted must be reported to the Senior Library Assistant in Technical Services. The shelf list card is pulled; the item is deleted from the system, noted on the card and spreadsheet, and filed in the deleted books drawers.
- Any book deleted must be determined what year it was purchased. This info is sent at fiscal year-end to comptroller (end of June).
- Any book that comes in by U.S. mail that we do not have an order card for, check with Carol White.

PROCEDURES FOR PROCESSING LOST BOOKS

- Lost/Paid Books are reported by Circulation to Technical Services (See Circulation Procedures files for detailed procedures conducted by Circulation).
- A “Lost Item Form” is completed by Circulation and sent to Technical Services for price look up.
- Technical Services verifies lost status by searching stacks for item and checking workflows for whether item was returned (checked in).
- Technical Services researches price information for item.
- Price is recorded on “Lost and Paid Sheets” in Binder and sent back to Circulation for billing.

After Lost Item is Paid

- Technical Services rechecks “Lost and Paid Sheets” for items that were billed. Items are rechecked to be sure that they are marked as “lost”. Sheets are sent back to Circulation.
- Circulation verifies that item is paid in Workflows. Circulation removes item(s) from patron record after accepting payment.

Delete Lost Items

In Technical Services:

- Item card is removed from Shelf List. Card is marked “deleted”.
- Item record in Workflows is updated as deleted.
- Lost/Paid binder sheet is updated for item deletion.

Note: Book/item payments prior to 2002 are deleted from records.

Re-purchase of Items (Replacement)

- Technical Services checks title for replacement (publication date, in-print status, current cost of item, etc.). This step can involve checking databases of Baker and Taylor, Amazon, or Emery Pratt, for items that are difficult to find or out of print. Out-of-print items require additional consideration, such as evaluation of alternative titles.
- If order card is completed, it is noted as replacement item.

- Old (lost) item card for item is removed from card file and put in the “delete” file box.
- Lost Book Sheets are noted for replacement of item.
- Once an order card is complete, a purchase order number is obtained from the administrative secretary. This number is placed on both the order form and order card.
- Order card is sent back to Technical Services and placed in the Order Card File.

(Additional information about ordering is in “Book Ordering and Technical Processing” procedures)

Record Keeping For Lost/Paid Items

- Binder with Lost/Paid Sheets kept at Circulation Desk until paid, and then sent to Technical Services.

Revised 09/03

INVENTORY FOR BOOKS

STEPS FOR INVENTORY

- 1) Books will be inventoried using the Intermec 2410 Inventory Scanner. This process will be accomplished by scanning the barcodes of items on the shelf, and downloading the barcodes of the scanned items into Workflows.
- 2) To begin inventory, the Librarian for Technical Services will run a "Set Inventory Date" report to account for any items currently checked out in the shelving area to be inventoried. This report will be run on each day that inventory takes place. Inventory will commence once this report has been run and the scanner has been fully charged and checked by the Librarian for Technical Services.
- 3) Shelf list cards will be checked during inventory. A blank shelf list card will be used to mark stopping and starting points in the shelf list drawer. The drawer in current use for inventory will be kept separately, on the side, until we are done with it.
- 4) Scan each barcode with the Intermec 2410 Inventory scanner. The scanner will beep once when the barcode has been successfully scanned. Carefully check the screen to see that the barcode has been scanned. Compare the barcode in the book to the screen and physically check the book and shelf list card for the following:
 - Call #---it should be the same on both the spine of book and the shelf list card.
 - Author
 - Title
 - Last 6 digits of barcode
- 5) If everything matches, continue to the next book. If the book doesn't have a card, pull the book so that a shelf list card can be made for it. If there is no book for the card, pull the card so that the Workflows record can be checked by one of the catalogers, who will mark the book "MISSING" in Workflows if the record does not indicate that the location is "LOST" or "CHECKEDOUT". Any discrepancies found with shelf list cards or books must be referred to the catalogers.
- 6) While conducting inventory, read the shelves and place books in call number order as necessary. Pull books with worn spine labels and replace them as needed. Refer any titles requiring repair to the Librarian in charge of book repair. Identify books with unsightly appearance for evaluation by a Librarian for possible discard and replacement.

- 7) When finished with inventory for the day, return the scanner to the Librarian for Technical Services, who will transfer the barcodes from the scanner to Workflows and run the “Load Scanner Transactions” report. The Librarian will then run the “List Inventory Items by Item Number” report to help identify items that have not been inventoried. Use this report to check shelves for items that were marked as missing or never inventoried. After checking items found against the report and shelf list cards, use the “Inventory Item” wizard on the circulation toolbar in Workflows to inventory items found.
- 8) Return the shelf list cards to the drawer making sure that you mark your stopping place with a blank shelf list card.

BE ACCURATE, NOT FAST! INVENTORY IS AN ONGOING PROCESS.

* A Librarian may evaluate books for discard/duplicates

** Cataloger has the choice of these searches:

- Look for record in CCLinc
- Look in SmartPort
- Look in WorldCat
- Create record as necessary

TECHNICAL SERVICES INTERLIBRARY LOAN PROCESSING

I. Processing CCLINC Interlibrary Loans

Books Loaned To Other Libraries:

1. Check email daily for the Sirsi Hold List. Click the list.
 - a. Go to View Attachment and find Fayetteville.
 - b. Highlight our school, paste into Microsoft Word, then print.
2. Find book on shelf, using the holds list.
 - a. Be sure to check bar code against your hold list to make sure book and holds list match.
3. Trap holds in Sirsi by going to the lock and key and then to the fishnet on the toolbar.
4. Scan barcode.
5. Put a check mark in red next to the request on the Sirsi Holds List. Write the name of the school and any notes pertaining to the book or school (such as book missing, or do not lend material, or emailed the contact person at that school).
6. Complete a FTCC address sleeve and tape onto the book.
7. Slip FTCC return label behind the sleeve or just inside front cover of book.
8. Find address label for the borrowing school. BE VERY CAREFUL, some of the labels are similar; make sure to look in the right section of the address label file.
9. Affix address label to envelope. Staple envelope if sent by Courier; tape is sent by U.S. mail. Put in outgoing mailbox.
10. If the book was marked "missing", "could not find", or "do not lend", this is the time to fill out an *unfilled ILL form*. Be sure to make a copy and staple this to the current day's Sirsi Holds List.
11. Put the holds list and the unfilled ILL form in binder for that month. Monitor due dates for books loaned.
12. Once or twice a week, check to see when the book is due back at the borrowing library.
13. Recommend keeping a daily count for statistics.

Books Borrowed From Other Libraries:

Note: In 2002, the CCLINC Lending Services Committee placed a 7 book limit in the system for the category of STUDENT, to prevent abuse of the CCLINC ILL agreement. Since we allow our students to place their own holds, we must rely on the system to limit these requests automatically. Therefore, students are allowed to borrow seven books through CCLINC ILL, in addition to a total of four books from FTCC's library collection.

1. Books sent from other libraries will be given to you by the Library Assistant in charge of the mail.
2. Check in the books by scanning their barcodes, one at a time.
 - a. When you scan the book the system will give you the name and phone number of the patron for whom the book is on hold.
 - b. Find the contact sheet for the lending school. This will be located in the CCLINC Contact Notebook.
 - c. On a post-it note write the patron's name, phone number and for how long the book maybe checked out, and if it may be renewed.
 - d. Give the book(s) to Library Assistant in Circulation.

II. Processing OCLC Interlibrary Loans

OCLC is the Online Computer Library Service that is used when items requested through interlibrary loan cannot be obtained through the CCLINC library consortium. OCLC services are accessed and processed through WorldCat Resource Sharing. The login is at <http://firstsearch.oclc.org/>. A login and password are kept by the Library Assistant and Librarian for Technical Services. A short publication of OCLC procedures, with login and password written on it, is also filed in the library procedures manual.

OCLC ILL duties are assigned to a Technical Service Library Assistant and supported by a Technical Service Librarian or Library Assistant from the Circulation Dept.

*** Remember to logoff OCLC when finished. Sessions are timed and billed, and logging off will prevent unnecessary charges.

*** **Note:** A tutorial for OCLC Resource Sharing is also available at the login screen.

A. Materials Borrowed by FTCC library

Note: In order to provide acceptable service, the library limits the number of OCLC interlibrary loan requests that it can process to four (4) requests per individual per week. Army users are included in these guidelines.

Requesting Books:

- In accordance with the North Carolina Interlibrary code, the library must exhaust local resources before requesting books from other locations. If this is not possible, it is preferable to borrow via OCLC following the instructions outlined in the OCLC Interlibrary Loan Service User Guide.
- If it is necessary to use this service, the patron should be asked to complete an Interlibrary Loan Book Request form. This form is kept at the circulation desk.
- After obtaining bibliographic information from the requester, (preferably on the library's Book Request form), search Baker & Taylor or Books-in-Print Professional for any additional required information, such as the ISBN number.
- Worldcat Resource Sharing: After all information is collected, log onto OCLC WorldCat Resource Sharing. The union catalog may be searched to locate the item's record. Up to five (5) libraries can be selected from this record, with this information automatically transferred to a workform. Or, click on Resource Sharing to access current ILL activities and click on Blank Workform to process new ILL requests. Follow workform prompts and complete all pertinent information. A maximum of five (5) locations can be specified on the work form.
- If an OCLC record for the book is not found, recheck the information with the patron. When the information is complete, log on to WorldCat Resource Sharing and access the workform.
- Books without North Carolina or Southeastern locations can be referred to the State library (NCS) via OCLC. State "NCS, Please Refer" on ILL workform. When requests are referred to the State Library, the maximum cost must be indicated since some out-of-state libraries charge for the loan of their books.
- Borrowing notes such as "Rush Request" or any additional information can be included on the workform. After sending the request online, print out the form and file behind REQUESTS-PENDING under the Patron's name. When the book arrives, pull the ILL form and indicate the date received and the due date. Log into OCLC and update the request to tell the lending library that you received the book they loaned.

- An ILL sleeve showing the patron's name, OCLC ILL request identifier number and due date is placed on the front of the book. A Circulation staff member is responsible for contacting student patrons. One attempt is made to notify the student that the book is ready for pick-up by phone; if there is an answering machine, leave a message. The book is held for 7 days at the circulation desk for pick-up by the patron. If the book is not picked up in the allotted time, it will be returned to the lending library. *Note: The Library Assistant in charge of interlibrary loans is responsible for contacting faculty/staff and placing their books on the hold shelf behind the circulation desk.
- **Since books borrowed via OCLC are checked out to the borrowing institution, it is not necessary to check them out to the patron.**
- When the book is returned, pull all forms. Indicate on the library's copy the date returned in the upper right hand corner of the form. Indicate online that the book has been returned. File the library's copy behind REQ-COMPLETED.

Overdue OCLC Books Borrowed from Other Libraries:

It is the responsibility of the Lending Library's Interlibrary Loan contact person to monitor the due dates for books lent to our patrons. When a book becomes overdue the Lending Library's Interlibrary Loan contact person will notify the Library Assistant in charge of Interlibrary Loans via e-mail or telephone regarding the overdue book. Use the following procedures to request return of the overdue book:

- a. Pull the patron work form, keep all notes and pertinent information about the overdue stapled to the work form.
- b. Contact the patron by telephone. Find the most current phone number in WorkFlows under the "Display User" icon or use the Datatel system. Let the patron know that the book is in an overdue status and needs to be returned to the library as soon as possible to avoid replacement charges. (Leave a message if the patron is unavailable). Give the patron 7 days to respond to the request.
- c. Document the circumstances surrounding the attempt to recover the overdue book. Correspond with the lending library ILL contact to let them know you have attempted to recover the overdue book.

Billing Overdue OCLC Books:

When a borrowed book has become severely overdue and the time has come for the lending library to bill the patron, follow these procedures:

- a. Request the following information accompany the invoice from the lending library: name and address of library, name of patron, title of book, ILL request identifier, and price of book to be invoiced.

- b. Once the invoice has been received via US Mail, it must be given to the Senior Secretary for Learning Technologies. Once FTCC has issued payment on the invoice, the Library Assistant in charge of Interlibrary Loans will receive a copy of the receipt. The receipt is to be filed along with the patron's workform and other pertinent correspondence. The workform is then marked complete and dated and filed behind the borrowed/ completed tab in the OCLC filing cabinet.
- c. Notify the Senior Library Assistant in Circulation so that a block can be placed on the patron's record in Workflows and Datatel. This block will remain on the patron's record until the patron has paid for the overdue book or reimbursed FTCC for replacement cost.
- d. Once FTCC has reimbursed a lending library for an overdue borrowed book, the patron will owe the replacement cost to FTCC. If the book is located after FTCC has paid the replacement cost to the lending library, the book becomes the property of the student and the debt must be paid to FTCC by the patron.

Rush Requests:

- Occasionally there will be a need to obtain a book quickly. Many libraries will allow a patron to hand carry a standard ALA form, or allow submission of an OCLC work form online at a later time. These details are worked out with the lending library when receiving information about the book's availability and any borrowing conditions. Indicate on the OCLC workform in the BORROWING NOTES field, that the request is a Rush. Additionally, fill in the date in the "NEED BEFORE" field.

Renewals:

- Retrieve the record by ILL number. In the RENEWAL REQUEST field, enter the preferred new due date (year, month, day). Print the request and update the workform. The renewal request will be sent automatically. The status can be checked daily by retrieving the record by ILL number. Re-file the form under the new due date in the ILL file located at the Technical Service Library Assistant's desk.

Requesting Periodical Articles:

- After obtaining bibliographic information from the requester, (preferably on the library's ILL Periodical Request form), look up the ISSN number for the periodical, then search OCLC for verification and locations. Inform the patron that there could be a charge of at least \$8.00 for this service.

Charges for Periodicals, etc.:

- If a photocopy charge is involved, the Patron's signature on the library's ILL Periodical Request form is his/her agreement to pay for charges up to the agreed maximum cost. If a student does not pay for an interlibrary loan, his/her patron record is flagged, thereby not allowing registration to proceed until the charge is paid.
- When an invoice arrives with a photocopied article, contact the patron for payment. Patrons must pay by check. Checks are payable to the lending Institution and forwarded directly to them.
- Occasionally an instructor will request that any fees be charged to his/her department. Send the invoice, along with the material, to the instructor. Retain a copy or photocopy (attach to the ILL form), with an indication that the fee is to be charged to a department. The instructor, through the Department Chair, then has the responsibility of filling out a "Requisition for Supplies" form and attaching the invoice. This will then be sent to the Dean of the program area. It is helpful to explain these procedures to the instructor.

Rush Requests (Periodical Articles):

- Rush requests for periodical articles can be handled in the same manner as book rush requests. It is important to indicate a MAXCOST if charges are anticipated. This can include obtaining articles by fax. Materials often arrive the same day. All bibliographic information must be obtained as outlined above. Most libraries accept fax requests via ALA forms, via OCLC requests which indicate "Please Fax" in the BORROWING NOTES FIELD, or via a phone call. Some libraries include a fax charge. When in doubt about a library's policies it is best to call first.
- When sending a request via a faxed ALA form (the most common method), fill in our copy of the form with appropriate information. A cover sheet is always included. File the ALA form behind REQUESTS PENDING under the Patron's name.
- When the article arrives, pull the ALA form, indicate date received and file it behind REQUESTS COMPLETED. Use a post-it note to tag the article with the patron's name and phone number. Inform the patron that the article is ready for pickup, and hold the article at the circulation desk with other interlibrary loans. If the article was requested by an instructor, contact them by phone or email and send the article(s) via interoffice mail or hold at the circulation desk for pickup.

B. Materials Loaned by FTCC Library

Books:

- Requests are obtained daily by checking OCLC Resource Sharing. Print out all requests. From the printouts, check the automated catalog and pull the book from the shelf. Indicate if the request will be filled by selecting “yes” or “no” on the workform. A one-month due date (year, month, and day) is automatically entered; however the date can be changed by following the workform prompts. After updating the workform click on redisplay request and print the completed form. Retain the original printout for our records. The completed workform accompanies the book or article to the borrowing library.
- Next, go to CCLINC and check the book out to the library that is requesting it. **Borrowing libraries and their barcodes are listed on a rolodex** or by looking up the institution in CCLINC. If using CCLINC, type library name and verify the currency of the barcode. Modify the OCLC due date to a *six-week* check out period. This is a courtesy that is extended to the borrowing library.
- File the OCLC printout under LOANS by the due date. Mail the book, including one of FTCC library's address labels.
- When the book is returned to us, check it in and place on the return cart for shelving. In OCLC, update the workform to complete the transaction. Indicate the date received on the form and file it behind LOANS COMPLETED in the ILL box.

Renewals:

- Requests for renewals are handled on an individual basis, and at the discretion of library staff. A two-week to one-month renewal is standard. Update the workform with the new due date. Pull the printout, change the due date and re-file. **All books should be renewed on the borrowing library's record in the circulation computer (CCLINC).**

Over-dues:

- The ILL file is checked routinely to determine the status of requests and loans. The OCLC system will automatically generate overdue notices online when a record is 30 days past due date. However, the book can be recalled online via the workform. Check the OCLC ILL User Guide or OCLC summary notes for more information.
- For mail requests, when a book is significantly overdue, a copy of the ILL form with date due circled is sent to the requesting library. If needed, a second notice can be sent.

Direct Mail Requests:

- For ALA-form requests, fill in the form with the appropriate information, remove the top copy and file under LOANS by due date. Send the rest of the form and a FTCC mailing label with the book. When a book is returned, check the book in and place the book on the return cart. Pull the ALA form and mark the date received. File behind LOANS COMPLETED in the ILL file. Any extra ILL forms can be discarded.

Fax Requests:

- The fax machine is checked daily for any incoming requests. To fill a fax request, create your own fax cover sheet and fax it to the requesting library.

Periodical Articles:

- After determining that a copyright compliance statement has been included on the ALA form, photocopy the material. Indicate on the top copy of the form the date sent and file this behind LOANS COMPLETED. Send the other forms and the article stamped with the library's copyright warning - NOTICE: This material may be protected by copyright law (Title 17, U.S. Code). If the article cannot be provided, indicate this on the appropriate space on the ALA form and return all forms to the requesting library.
- If the article cannot be provided, indicate online by responding "No" on the workform.

Fax Requests for Periodical Articles:

- Follow standard procedures for photocopying and stamping the article with the copyright notice. Fax the photocopied article and cover sheet to the requesting library. File the original request form in the ILL box behind LOANS COMPLETED. Rush fax requests are supplied within 24-hours, if possible.
- If an article cannot be supplied, indicate this on the form and fax it to the requesting library. The form is filed in completed ILL's and retained for statistical purposes.
- Logoff with the EXIT button on the upper right side of the menu bar when finished with ILL activities. This will prevent unnecessary billing.

Revised 08/10

Procedures for Monthly Statistics on the Excel Spreadsheet

Preparing the Volumes Sheet

- 1) Volume and Title statistic sheets are kept at the desk of the Senior Library Assistant. A daily count is kept by writing hash marks for each new title or volume that is added to the collection.
- 2) A daily count is also noted for every volume or title that is deleted from the collection in Workflows.
- 3) At the end of the month, the hash marks are counted and put into a whole number in the right corner of its row on the tally sheets.
- 4) The totals are then counted by categories and noted on a separate paper or a yellow post-it note, and saved for comparison to completed spreadsheets. For example, Added/circulation, Withdrawn/circulation, & Added/reference, Withdrawn/reference. These totals will be entered onto the previous month's spreadsheet template and saved by name as the current month. These totals will be compared with the previous month's totals when all the information is plugged into the spreadsheet for that month.
- 5) The previous month (the hard copy) for the statistics is then pulled from the file in the bottom drawer behind the desk.
- 6) Records of the statistics are kept on an Excel spreadsheet and are kept on a floppy disk in a folder at the Sr. Library Assistant desk.
- 7) Using the file for the month previous to the month now being counted, it will have to be adjusted in order to use the same formulas. With the last month opened, go to file, save as, and rename it as the current month.
- 8) At the bottom of the spreadsheet, a chart has been formulated to keep a running total of all activity entered on the sheet. This box is titled "Current." Before starting anything, enter the "total added to date" and the "total withdrawn to date", numbers to the top cells, "total fwd added to date" and "total fwd withdrawn to date" cells. The totals in all the cells will look wrong, but as the current totals are calculated in the above sheets, it will formulate correctly.
- 9) In the Circulating side at the top of the page, change the numbers in the "Previous" column to the numbers that are in the total "Withdrawn" numbers on the previous month's sheet filed in the drawer. These numbers should match the total numbers from the previous sheet.

- 10) In the circulating side at the top of the page, delete the all entries in the “Added” and “Withdrawn” columns copied from the previous month. This will result in “0” entries at the bottom of the page and also in the Totals box at the bottom on the page. Go only as far as PBKs (to include PBKs0 in the deletion. Repeat for Reference side.

Caution, when deleting anything from the spreadsheet, be careful not to delete a formula in the Total row, this will create a big problem in the calculations. A formula can be seen in the formula box on the toolbar when the cursor is clicked in a cell.

- 11) Enter the numbers from the statistic sheet into the appropriate cells on the spreadsheet. After all numbers have been recorded, their totals should match the numbers on the scratch sheet.

Hint, to be on the safe side and to ensure nothing will be lost, “save” frequently.

Preparing the Titles Sheet

- 1) At the bottom of the screen, click on the Titles tab, another sheet opens.
- 2) Preparing the Titles Sheet is less complicated than the Volumes Sheet. Repeat step 8 from volumes list first. Remove all previous numbers from the sheet except for the sub total, grand total, and the totals in the chart at the bottom of the sheet (through PBK). Transfer Grand Total from previous month to subtotal on current month.
- 3) Follow the same procedure as in the Volumes Sheet instructions 9 & 10, and then do “save.” Put in “Added / withdrawn” for Circulating and Reference.
- 4) Print out both Volume and Title sheets. Both sheets will be two pages each, staple them together, write the name of the month and year in the right corner, and file all the sheets together.

As a courtesy, print an extra copy for the Tech Service Librarian to look over.

The Senior Library Assistant has the master copies on file for the statistic sheets.

A separate count of all discards/deletes are kept and recorded on a daily basis for the comptroller, which is sent at the end of the fiscal year. These are put in categories of years.

PERIODICAL PROCEDURES

(Magazines, Newspapers, and Supplements)

I. Check-in Procedures

- a) When a magazine is received, the volume and issue (**VII** *example*) number is entered on the appropriate check-in card which is located in the Periodical Check-in Book. A title label is typed and affixed to the lower left corner of the front cover. Each magazine is property and date stamped. The older issue is removed from the current magazine shelf and stored in the periodicals room located behind the circulation desk. Certain periodicals, as noted on the check-in card, are routed to staff members.
- b) Newspapers are checked-in by entering a check on the appropriate card located at the end of the Periodical Check-in Book. If holdings are kept for a newspaper the date is written in the upper left corner of the margin. The newspapers are property and date stamped and then hung on the newspaper rod in the current periodical shelving area. Sunday newspapers are stacked on the bottom shelves underneath the hanging newspapers. The old issues that are removed are taken to the periodical storage room. The newspapers to be retained are filed chronologically in hanging folders. Those that are not retained are stacked in the floor to be donated or recycled by Housekeeping. The Periodical Holdings check-in card identifies the retention status of each title.
- c) Supplements are checked in on the appropriate check-in card in a separate Periodical Check-in Book. These may include pocket parts for legal books, or any update for a previously published volume. The supplements are date and property stamped and the call number is to be written on certain ones. The old supplement is exchanged for the new one. Legal supplements should be taken care of ASAP.
- d) Microfilm replaces many back issues of periodicals. When microfilm is received the Senior Library Assistant for Serials enters the title and period covered in the "Microfilm Received" Excel file in order to maintain a tally of total reels received each year. A label with the title and date of the periodical is put on the reel of microfilm. It is then filed in the microfilm cabinet. The hard copy of the periodical issues are then pulled and routed to instructors, staff or recycling.

II. Magazine Holdings and Storage

Magazines are kept for varying periods of time. The holdings period is indicated on the check-in card. The current year is included in the number of years to be retained. No more than five (5) years of a title is stored in the periodical holdings room. All other years are put in Princeton files and stored upstairs in the penthouse. Older issues are retrieved from the Penthouse upon request by a student or faculty member. At the end of each year National Geographic is sent to the Southeastern Bindery to be bound in two (2) volumes.

Professional library periodicals are routed to staff members and then stored in Princeton files located behind the Senior Library Assistant for Periodical's desk. These are retained for varying years.

III. Magazine Inventory

Periodicals in the periodicals holdings area are examined annually and issues are pulled according to the holdings indicated in the Periodical Holdings book. They are then routed to faculty, staff, or recycling.

IV. New Subscriptions

A check-in card is prepared for each new subscription. A hanging filefolder for each new title is prepared and placed in alphabetical order in the periodical holdings room. Shelf space and a shelf label have to be prepared for each new title in the current periodical area. New subscriptions are added to the periodical holdings and the curriculum holdings list in the Periodical Holdings book.

V. Cancellation or Discontinuation of a Subscription

Information pertaining to the cancellation or discontinuation of a subscription is indicated in the Periodical Holdings book. A tally must be kept for end of fiscal year statistics.

VI. Title Changes

When the title of a periodical changes, a new check-in card is prepared. Notation of the title change is made on the old check-in card. A new hanging file folder is prepared and placed in alphabetical order in the periodicals storage room.

The shelf label for the old title is removed from the current periodical shelving. A new shelf label and shelf space is made for the new title in its proper alphabetical sequence. The new title is added to the Periodical Holdings Book with a notation of the name change.

VII. Periodical Holdings Book

The Periodical Holdings Book is a listing of our periodicals alphabetically in the front and arranged by curriculums in the back. All changes are recorded in the Senior Library Assistant for Periodical's master copy. Before the start of Fall Semester the book is updated to reflect any changes, and then it is sent to the Print Shop. Copies are then placed throughout the library. The Senior Library Assistant keeps a master copy of the holdings on disk and in addition to the hard drive of the PC.

VIII. Claiming Periodicals

All magazines that are retained at least one year and require payment are claimed. Every two months the Senior Library Assistant checks the check-in cards to ascertain which magazines are delinquent. The claims are handled according to the process the magazine is received.

- a) Subscription Agency – If a magazine is received through a subscription agency the delinquent issues are entered into a “Periodical Claims” Excel spreadsheet. The title, volume and issue number(s), and the date(s) of the delinquent magazine should be included. The claims are then e-mailed or faxed to the Customer Representative of the subscription agency. The agency then contacts the publisher who will either send the missing issue(s) or extend the subscription to cover the missing issues.
- b) Direct - If a magazine is ordered directly from the publisher, a delinquent issue can be claimed by writing a letter or e-mailing the publisher. The title, volume and issue number(s), and the date(s) of the delinquent magazine should be included.
- c) Free – If issues of a free subscription are missing, a letter is written or an e-mail is sent to remind the publisher of the continued interest in the publication.

IX. Surveying Periodicals

At least twice a day, current issues magazines that the students have used and left on tables should be recorded on the “Periodical Survey” sheet. The magazines are collected from tables and a hatch mark is made beside the appropriate magazine. This survey is used to gather statistics on periodicals to determine their use. The usage of back issues of magazines and microfilm are also recorded on the “Periodical Survey”.

AUDIOVISUAL CATALOGING PROCEDURES

I. GENERAL

A librarian catalogs all audiovisual material purchased by FTCC. Audiovisual material is housed in the Library, Media Services, and the purchasing departments. Copies of departmental audiovisual purchase orders are sent to the librarian from the Fiscal Affairs Office. All in-coming audiovisual material is delivered to the library so that it may be cataloged before going to the purchasing department. Departments are encouraged to forward new material that is delivered to the department to the library.

Purchase Order copies which are sent from the Fiscal Affairs office are filed in the "Purchase Orders to catalog" file. Once the material has been cataloged, the purchase order copy is moved to the "Purchase Orders Cataloged" file. Department heads or instructors are contacted concerning purchase orders for materials, which were not received by the library for cataloging. After a period of time if the materials cannot be located, the purchase orders are placed in the " A V Material Not Located for Cataloging " file.

II. ACCESSION NUMBER AND RECORD

A. Accession Number/Call Number

Accession numbers are used for call numbers on audiovisual materials. The accession number is placed in the Call Number field in CCLINC. Alphanumeric (instead of Library of Congress) call numbers are assigned to audiovisual materials. The accession list is maintained in accession notebooks that have been divided according to format of media. Information included on the accession record for each audiovisual material includes:

1. Item Barcode
2. Accession number/call number
3. Title
4. Publisher
5. Copyright date
6. Location of material (media services/individual department)

B. Media Designation in Call Number

Abbreviations, which identify media format, are placed in front of the assigned accession number. The abbreviation and accession number make up the call number. Each format is annotated on a separate Excel spreadsheet. This prevents the accession numbers from becoming very large and makes it easier to keep track of how many types of programs are cataloged.

The abbreviations used for media formats are as follows:

CBC	College by Cassette
CT	Cassette Tape
CD & CDROM	Compact Disk & Computer Disks
VCR	Videotapes

C. Assigning Accession Number

Each individual physical unit receives a number. No two units of the same type of media will have the same number, unless the unit consists of multiple volumes. These numbers would be followed with v.1, v.2, etc.

D. Determining Accession Number

Look at the appropriate Excel spreadsheet. The first unused number at the end of the spreadsheet is the next number to be used.

E. Format for Entering Record on Excel Spreadsheet

Record the information on appropriate row in the spreadsheet. If there are two copies of one program with consecutive call numbers, fill out each row completely.

F. Withdrawing Material

Withdrawn material is deleted from both the Excel spreadsheet and automated catalog. To withdraw materials from the accession list, simply delete the item from the spreadsheet. To withdraw older items cataloged prior to the use of the Excel spreadsheet, neatly draw a line through the item entry in the accession book. To withdraw materials from the automated catalog, access the bibliographic record and change the "Home" and "Current" locations in the bibliographic record to "DELETEME".

III. CATALOGING PROCEDURES FOR AUDIOVISUAL MATERIAL

A. General

Audiovisual Material is cataloged using CCLINC, which is accessed Through the Workflows icon installed on the desktop. Choose the cataloging module from the Display Toolbar. A bibliographic record of the audiovisual title in MARC format is first searched for in the catalog. If an appropriate MARC record is found, a holdings record is attached to the bibliographic record. It is important to make sure that the bibliographic record is the exact match for the item to be cataloged, and not an earlier release or edition. If an appropriate bibliographic record does not exist, a bibliographic record is created and a holdings record is

attached to the created bibliographic record. Formatting the bibliographic and holding record is consistent with the Library of Congress Rule Interpretations. Though formatting examples are given below, the library maintains manuals to explain proper cataloging procedures.

Call Number

The call number consists of the media designation abbreviation and the accession number given to the item. For example, if you are cataloging videotape with an accession number of 1000, the call number will be VCR1000. For additional information on assigning call numbers, see Section II B Accession Number and Record of the procedures manual. Enter the call number at the prompt.

Copy/Volume:

Copy or Volume numbers are assigned at this prompt. Use the appropriate cataloging procedures when assigning volume numbers.

Item type:

The item type is assigned and used in determining the length of time an item can be checked out and what patron can check this item out.

General Note:

Use the general note (500) field to designate the holding location of the item. For example, if nursing purchases a video for their collection, in the general note field, is "Located in the Nursing Department". This allows other patrons searching the catalog to see the location of the item if it is not housed in the library. The other fields in the Holdings Record can be completed at the discretion of the cataloger using appropriate cataloging procedures.

Cataloging Procedures for AV Materials

Attaching to an Existing Bibliographic Record

If there is an existing bibliographic record in CCLINC, add the item as an additional holdings record. If no record exists in CCLINC, search SmartPort for a proper LC MARC record to attach the local holdings to. This avoids duplication of bibliographic records.

When a matching LC MARC record cannot be found, the item will be sent to the LTS System Office in Raleigh for original cataloging. This ensures database integrity and usability, with more full and complete bibliographic records and fewer incorrect records being added to the database.

IV. Circulation of Audiovisual Material:

Software purchased by the library is circulated from the library. Videocassettes are located in and circulated from Media Services. For the most part, the desk attendant at the circulation desk or in media services handles the circulation of these materials.

There are some areas of audiovisual circulation, however, that require involvement of the librarian.

Materials Located in Other Departments:

- The librarian acts as a liaison between faculty members and students wishing to use audiovisual material that is located in another department. The Librarian locates the material, obtains the holding department's permission to borrow the requested material, and picks up the material from the holding department. Students must view the requested material in the library. Faculty members wishing to use audiovisual material located in another department, may make arrangements directly with that department.
- Material picked up by the librarian and brought to the library for student or faculty use is placed at the circulation desk on the "Holds" shelf. Students can view videocassettes in the library or in the learning lab but are not allowed to check out videos from the library.
- Students wishing to use audiovisual material for classroom presentations must have his/her instructor check out the material personally from the library.
- A one-day notice is required by the librarian from students wishing to use materials located outside the library. Sometimes more time is needed to secure the materials requested.

Overdues:

- The Senior Library Assistant/Circulation sends overdue notices to faculty in accordance with the overdue report generated in Workflows.

PURCHASES-PROCEDURES LOCAL STATE FUNDS

I. SUPPLIES-GENERAL (11-410-22600-2500-97)

This line item used to purchase supplies required for library operations. Guidelines are used when determining if quotes are required before issuing a requisition. An order totaling \$1,000 or less may be purchased without obtaining quotes. (See attachment _____ for instructions if order is more than \$1,000.)

The State Contracts MUST be utilized when selecting a vendor. If the item(s) is not available on State Contract, they may be purchased from a vendor of choice.

Supplies are requisitioned by completing a "*Request for Supplies.*"

- A. Assign an in-house requisition number in the Library Requisition Book. Although not necessary for fiscal affairs to process the order, it is useful in keeping track of local expenditures.
- B. Complete the four-part "Request for Supplies" form as follows:
 - 1. Instructor:
Director of Library Services
 - 2. Date:
Date request is completed
 - 3. Deliver to:
Library
 - 4. Appropriate Associate Dean:
Mark through the word DEAN. This line is used for the appropriate Vice President. Enter the name of the Vice President for Learning Technologies.
 - 5. Name of Company:
Enter selected vendors' name.
 - 6. Address:
Enter the complete mailing address of the selected vendor. If available, the vendor's telephone number and FAX number is noted below the address line.
 - 7. Quantity:
Enter number requested of the item being ordered

8. Commodity Number:
State Contract number if available on State Contract:
9. Stock Number:
Enter the vendors' stock number
10. Description:
Name and give brief description of item being ordered.
11. Unit Price:
Cost of a single item
12. Total:
Multiply the quantity by the unit price and enter the total cost of item being ordered.
13. After all items are entered on the request they are totaled and the total amount recorded at the end of the line items. Tax (6%) is added to the subtotal and a grand total is computed.
14. Budget Code: (Lower left corner under the "Office of Fiscal Affairs Use Only.")
Enter appropriate line item account number.

- C. Record the transaction in the appropriate section of the Library Record Book.
- D. After all information is entered on the "Request for Supplies, " the request is given to the Director of Library Services for Approval. The Director MUST complete the certification section by dating and signing on the signature line before returning to the Administrative Secretary for Learning Technologies for processing.
- E. After approval of the Director of Library Services, the request is forwarded to the Vice President for Learning Technologies. That office will return the approved request to the Secretary at which time the top two (2) copies (white and yellow) of the request are removed and forwarded to the appropriate Fiscal Affairs Account Technician who completes and processes a Purchase Order. The last two copies (pink and goldenrod) are retained in the Library Order file. The library copy of the Purchase Order (goldenrod) and the receiving copy (blue) will be received from the Accounts Technician once the order has been placed. The purchase order copies are attached to the library's suspense copies of the "Request for Supplies" until the order has been received.

F. Partial Receipt of Order: If only part of the order is received a- two-part "Partial Receiving Report" is completed providing the following information:

1. Date the report is completed
2. Invoice number
3. Vendors' name and address
4. Date of invoice
5. Amount of invoice
6. Purchase order number
7. The name of person receiving material
8. Date of receipt
9. State encumbered account number

This report is signed by the Administrative Secretary for Learning Technologies as the recipient. A copy of the invoice and/or packing slip is attached to the pink copy of the "Partial Receiving Report" and filed with the library's purchase order copies. The original "Partial Receiving Report" and the original Invoice and/or original packing slip are forwarded to the Accounts Technician for payment processing.

G. Complete Receipt of Order: Once all items have either been received or canceled on a "Purchase Order," the Secretary will date and sign the receiving report (blue copy), attach the original packing list and forward to the appropriate Accounts Technician for payment processing. A copy of the packing list is attached to the library's purchase order copy.

H. Completed "Purchase Order": The date receiving report is signed and sent to the Accounts Technician for payment is logged in the requisition book and filed in purchase order number sequence in the library's completed purchase order file.

II. WAREHOUSE SUPPLIES (11-410-22601-1500-97)

General supplies such as paper, pens, etc. can be obtained through the FTCC Warehouse and this source should be checked before placing an order with a vendor. A "Requisition for Supplies" form issued by the FTCC Warehouse is completed for ordering supplies on-campus. This multi copy form is completed, the last copy (goldenrod) removed for the file copy I and all others forwarded to the FTCC Warehouse. The pink copy of the requisition will be returned when the supplies are delivered. Mark the date received, record the amount of purchase on the appropriate financial record in the Library Record Book, and file completed order form. A report is received each month from Fiscal Affairs for comparing to the financial record. Make adjustments if necessary.

III. OTHER SUPPLIES (11-410-22700-1500-97)

Electronic Data Processing items are generally purchased from this line item. This might include the purchasing of computer printers, scanners, disk drives, or items that do not fit in any other category. When placing an order for "Other Supplies" a "Request for Supplies" is completed using the instructions outlined in SECTION 1-8 SUPPLIES.

A justification statement is required when EDP items are being purchased. The statement must include the reason item is needed and location of the computer that product will be used for. The Associate Vice President for Curriculum Programs and the MIS Director must approve these purchases.

IV. SOFTWARE (11-410-24400-1500-97)

Software orders are placed by completing a "Request for Supplies" using the instructions as outlined in SECTION 1-8 SUPPLIES.

A justification statement must be included on the "Request for Supplies" giving the reason why the software is needed and where it will be installed.

All software must be approved by the Associate Vice President for Curriculum Programs and the MIS Director.

V. MAGAZINES/NEWSPAPERS (11-410-23940-1500-97)

A. Subscription Agency

Most periodicals can be ordered through a subscription agency and renewed annually. The agency will send a renewal listing approximately two months prior to expiration of periodicals. Renewals are based on the fiscal year beginning and expiration dates. The renewal list is reviewed by the Director of Library Services who recommends additions and/or deletions. These changes are noted on the renewal form. The Director must also authorize the agency to renew the periodicals by signing on the appropriate signature line. When the agency receives the authorized renewal they will order the titles and prepare an invoice for the total periodicals requested. Upon receipt of the invoice a "Request for Supplies" is completed according to the instructions outlined in SECTION 1-8 SUPPLIES. The original invoice is attached to the "Request for Supplies" for processing.

A copy of the invoice listing all periodical titles ordered is given to the Senior Library Assistant in charge of serials. One copy is placed in the agency's file.

B. Direct Ordering:

If a periodical is not available through the subscription agency I it may be ordered directly from the publisher through a local "Purchase Order."

A "Request for Supplies" is completed and processed according to the instructions outlined in SECTION 1-8 SUPPLIES.

Prepare a card for the "Direct" card file. The record card will indicate the periodical title, date of order, subscription period, requisition number, and cost. A vendors' information card is also placed in the card file.

The record card should always be checked prior to renewing a Direct periodical to avoid duplication of renewals. It is common to receive several renewal notices from publishers.

A copy of the "Request for Supplies" is given to the Senior Library Assistant in charge of serials.

II. PRINTING AND BINDING

A. BINDING (11-410-22600-1500-97)

Request for book binding such as for the National Geographic is sent to the bindery company along with the periodicals to be bound. An invoice is sent with the bound volumes and processed as a supply item on a "Request for Supplies."

B. PRINTING (11-410-22601-1500-97)

Printing is done on-campus by the Print Shop. A "Request for Printing" is completed and sent with the master copy to the Print Shop. The Print Shop will bill the library account through Fiscal Affairs. A report is received each month showing the amount debited from the printing line item. This amount is posted to the financial record.

PURCHASING-PROCEDURES

CAPITAL OUTLAY

I. A. EQUIPMENT:

Equipment purchases are made according to the State guidelines. The State Contract web site is always utilized for vendor selection. If the item(s) is not on State Contract consult the purchasing guidelines to determine if bids are required. The purchase of equipment is requested by completing a "Request for Equipment" as follows:

1. Instructor
Director of Library Services
2. Deliver to
Library
3. Appropriate Associate Dean:
Mark through DEAN. This line is used for the appropriate associate vice president. Enter the name and title of the Associate Vice President for Curriculum Programs on this line.
4. Name of Company:
Enter the name of the selected vendor.
5. Address:
Enter the complete mailing address of the selected vendor. If available, add the telephone number and FAX number below the address line.
6. Quantity:
Enter the quantity of the equipment item being requested.
7. Commodity:
State Contract Number
8. Stock Number:
Enter vendors' stock number.
9. Description:
Give name and complete description of equipment being ordered.
10. Unit Price:
Enter the unit cost of the item.
11. Total Cost:
Multiply quantity with unit price and enter the total.

12. Total all items requested for a subtotal and add tax (6%) for a grand total of the order.
- A. Give completed order to the Director of Library Services. The Director will approve by initialing at top by the printed name.
- B. Forward the "Request for Equipment" to the Vice President for Learning Technologies. ALL EQUIPMENT REQUESTS MUST BE APPROVED BY THE VP.
- C. The gold copy of the request will be returned to the library and the remaining copies forwarded to the appropriate Accounts Technician for order processing. The gold copy along with any other documentation is filed in the Equipment Record Book.
- D. The Accounts Technician will issue a purchase order, place the order, and send the blue copy (receiving report) to the library to await the receipt of the order. When all items have been received, the Secretary for Learning Technologies or the Director of Library Services will sign the receiving report, attach original packing lists, and send to the Accounts Technician for payment processing. A copy is made of the purchase order and packing slips and filed with the other documentation in the Equipment Record Book. The transaction is recorded on the financial record.

II. BOOK FUND

A. BOOKS-DIRECT (17 -930-25610-1500-97)

When books are ordered on a direct basis, they are shipped and invoiced directly to the college. A purchase order number is assigned by the Administrative Secretary. Using the order list and vendors' information provided by the library assistant in Technical Processing, the Administrative Secretary completes a multi copy library "Purchase Order" as follows:

1. Enter the issuing date.
2. Enter purchase order number.
3. Enter account code in appropriate blocks.
4. Complete the vendors address section.

5. For each book ordered, complete the quantity, unit, stock number, description, unit cost, and total cost sections. If an order list is being used, indicate this in the description box. (Example: 150 books as per the attached order sheets.) The unit price section is left blank. Be sure to attach the list when processing the purchase order.
6. Subtotal all items, add tax (6%) and enter the grand total.

The transaction is recorded on the BOOK FINANCIAL RECORD before the completed purchase order and order list, if required, is forwarded to the Vice President for Learning Technologies. The VP approves the order and returns the purchase order to the secretary for processing.

A copy of the purchase order is sent to the Technical Processing library assistant.

The pink and blue copies of the purchase order along with the order list or ordering information are filed in the pending file folder. The remaining copies are forwarded to the appropriate Accounts Technician for placement of the order. The technician will return the Master File copy (white) of the purchase order when the order is placed. This is attached to the copies in the pending file.

Book Receiving: Book shipments received by the library are checked in by the Technical Processing library assistant. The assistant will initial the packing slip or invoice that accompanies the shipment and indicate the date shipment was received. If the invoice is not with the shipment, it will arrive by mail. The packing list or invoice is then given to the secretary for processing.

1. PARTIAL SHIPMENT:

When a partial shipment has been received, the secretary completes a "Partial Receiving Report" for each partial invoice received on an order. This report provides the following information:

- a. Date the report is being made.
- b. Invoice number
- c. Name and address of vendor
- d. Date of invoice
- e. Purchase Order number.
- f. Date of Purchase Order.
- g. Name of person receiving books.
- h. State account code.

The completed "Partial Receiving Report" is signed by the secretary as the receiving person. The original (white) copy of the report is attached to the original invoice and forwarded to the appropriate Accounts Technician for payment processing. Original packing slips are also attached to the original copy of the report and sent to Fiscal Affairs. The pink copy of the

report, a copy of the invoice, and a copy of the packing slip are filed with the library's pending Purchase Order in the BOOK file folder.

2. COMPLETED SHIPMENT:

When all books have been received on a Purchase Order, the Learning Technologies Secretary will indicate the date of receipt and sign the blue receiving report. The original invoice and packing slips are attached to the pink and blue copies of the Purchase Order and forwarded to the appropriate Accounts Technician for payment processing. A copy of the invoice and packing slip is filed with the pending Purchase Order until the paid invoice is received from Fiscal Affairs.

Cancellations

Books not received within 90 days of issuance of purchase order are canceled either by the vendor or the Learning Technologies Secretary.

Closing the Order

Copies of paid invoices are received from Fiscal Affairs. When all paid invoices have been received, the order is checked to make sure all books were either received or canceled and all invoices have been paid. The total of all invoices making up an order is calculated. Using this total figure, adjustments are made to the financial record and the completion date recorded. The completed order is then filed and retained by the library for a period of five years.

B. PREPAID ORDERS:

Orders are prepaid only at the request of the Director of Library Services. The vendors' ordering information must state that prepayment is required. A copy is made of the ordering information and attached to the Purchase Order. Complete the Purchase Order as outlined in SECTION 1-8 SUPPLIES. Write on the top copy of the Purchase Order "Prepay." Post the transaction to the financial record and send the completed Purchase to the Vice President for Learning Technologies for approval.

When the approved order is returned from the AVP, send all copies EXCEPT the blue receiving report to the appropriate Accounts Technician. The master file copy (white) will be returned when payment has been made and the order placed.

When material(s) have been received, the Learning Technologies Secretary will sign the blue receiving report and note the date received. This copy is then sent to the Accounts Technician who will close the order.

C. STANDING ORDERS:

A Standing Order card file is maintained for all books received on an automatic shipment basis. This card should be checked prior to completing the Purchase Order to avoid duplicate payments. Automatic shipments are generated by the vendor when updated or new volumes are added to sets owned by the library. Upon receipt of the shipment and invoice, a Purchase Order number is assigned and the Purchase Order completed according to the instructions outlined in SECTION It-A BOOK FUND. The transaction is posted to the Book Financial Record and on the Standing Order Card.

The original invoice and ALL copies EXCEPT the library master file copy (while) is sent to the appropriate Accounts Technician for payment processing. The date of receipt is noted on the blue receiving report and signed by the Learning Technologies Secretary as the receiving person. The master file copy and a copy of the invoice are filed in the BOOK pending file.

When paid invoices are received from Fiscal Affairs, follow procedures outlined in SECTION It-A BOOK FUND to close the order.

D. SUBSCRIPTIONS (17 -930-25650-1500-97)

Subscriptions to update services are renewed annually. A renewal notice will be sent by the vendor when it is time to renew. A card for each subscription is maintained in the Standing Order Card File and is checked prior to renewing to avoid duplicate renewals. This is important since more than one renewal notice is often received.

The subscription is renewed by assigning a Purchase Order number and completion of the Purchase Order according to instructions outlined in SECTION II-B BOOK FUND.

The renewal notice and ALL copies of the Purchase Order EXCEPT the master file copy (white) is forwarded to the appropriate Accounts Technician for payment processing. The secretary will note the receiving date and sign the blue receiving report. The master file copy and a copy of the renewal notice is filed in the pending BOOK file folder.

When the paid invoice is received from Fiscal Affairs, the completion date is noted on the financial record and completed order filed.

E. AUDIOVISUALS (7-930-25620-1500-97)

Audiovisual materials are ordered through the Book Fund as per the procedures for book purchasing (SECTION II-A BOOK FUND).

A copy of the Purchase Order is given to the Audiovisual Librarian.

ON APPROVAL ORDER: Audiovisual materials ordered "On Approval" are reviewed by the requesting faculty member who makes the recommendation for purchase. If material is not acceptable, it may be returned for credit within the vendors' specified time frame. Secretary will alert the Audiovisual Librarian when time is up if material has not been returned by the faculty member. Shipping charges may apply to returned orders. When the credit is received from the vendor for returned items, it is put with the Purchase Order. If this completes the order, the secretary will forward the original Credit Memo, original invoice, library suspense copy of the Purchase Order (pink), and the signed receiving report (blue) to the appropriate Accounts Technician for processing for processing.

Cancellations

Library Resources is responsible for canceling any books that have not been received within 90 days of issuance of order.

When a book has been canceled, either by the vendor or by Library Resources, a cancellation notice will be received. A copy of the cancellation notice is given to the Director of Library Services and the original notice placed in the appropriate file.

Closing the Order

Copies of paid invoices are received from Fiscal Affairs. They are placed in the appropriate pending file according to the Purchase Order number. When it has been determined that all books were either received or canceled, the order may be closed. (Library Resources will send a completed notice when they have closed the order).

Total all invoices and make adjustment to the financial record.

Send a copy of the completed requisition form and any cancellation notices to the Accounts Technician. Do not send a copy of the order list. The completed order made up of paid invoices and cancellation notice(s) is filed in the appropriate filing cabinet in purchase order number sequence.

PURCHASES-PROCEDURES SPECIAL FUNDS

I. LIBRARY FINES:

Deposits from coin-operated copiers and fines collected are deposited to the Library Fines account. Expenses for coin-operated copiers are debited from this account. This includes copier rental fees, paper, and replacement of supplies required by the copier.

A. RENTAL FEES (01-505-22601-0000-00)

An open Purchase Order is prepared at the beginning of the fiscal year to encumber projected rental fees that will be invoiced for the fiscal year. The Purchase Order is completed using outline in SECTION 1-8 SUPPLIES and the transaction posted to the Library Fines Financial Record. After the approval of the Vice President for Learning Technologies, it is forwarded to the appropriate Fiscal Affairs Accounts Technician. As monthly invoices are received by the Accounts Technician, the Purchase Order is debited and a copy of the invoice sent to the Learning Technologies secretary. Paid invoices are attached to the open Purchase Order in the pending file.

At the end of the fiscal year the order is closed by tallying all paid invoices. The remaining balance is de-obligated on the financial record. The blue receiving report is signed by the secretary who sends it to the Accounts Technician.

B. SUPPLIES (01-505-22600-0000-00)

1. Paper:

All paper for copiers is ordered via a "Requisition for Supplies" through the FTCC warehouse.

The cost of the paper ordered is debited to the financial record

2. Toner:

Toner is not available through the FTCC print shop and must be ordered direct from the vendor.

A "Request for Supplies" is completed and processed in the same manner of general supplies.

II. LIBRARY OF CONGRESS:

A small account has been established to purchase materials from the Library of Congress. Currently this account is only used to renew the library's subscription to Federal Probation. When this fund has been exhausted, a Purchase Order will be completed requesting a transfer from Library Fines to the deposit account.

A renewal form is sent annually from Library of Congress. The deposit account number is noted on the form and the form returned to Library of Congress to renew the subscription. The renewal is posted to the Library of Congress Financial Record. A copy of the renewal form is filed in the Deposit Account file.

Statements are received quarterly from Library of Congress and compared to the financial record.